

Card Controls



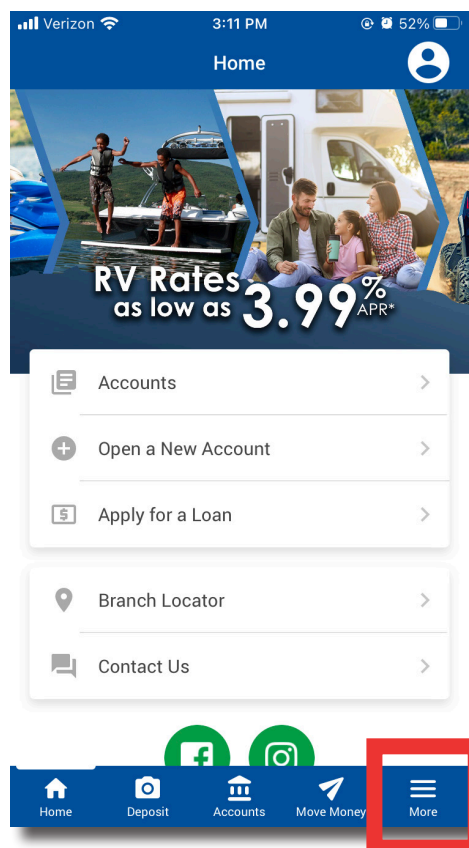
Managing your Card Controls

Personal information has been blocked
for security purposes

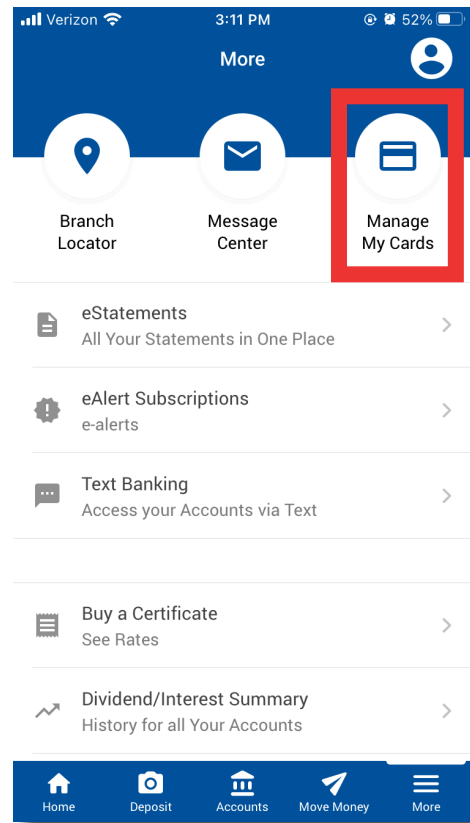
Step 1: Log into your West Michigan
Credit Union Mobile App.



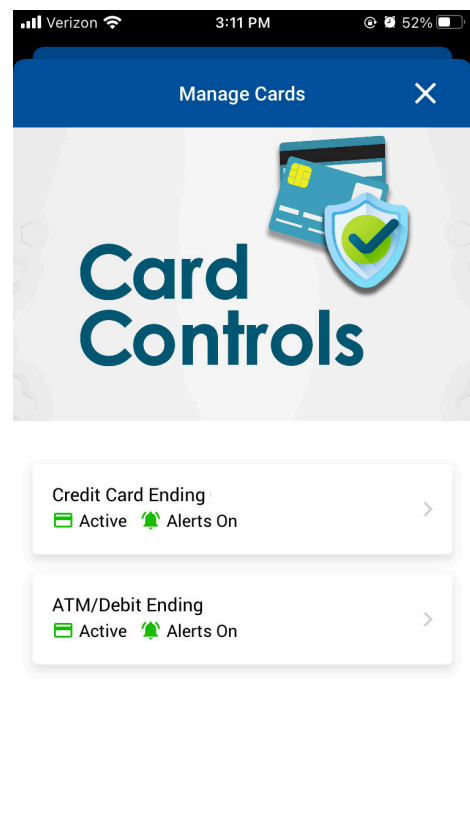
Step 2: Click “More” to view menu.



Step 3: Select “Manage My Cards” to view all of your cards, activity alerts, and card controls.



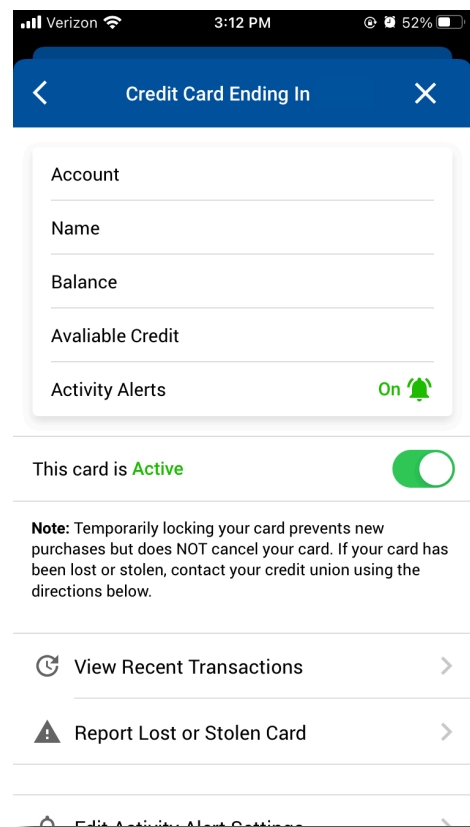
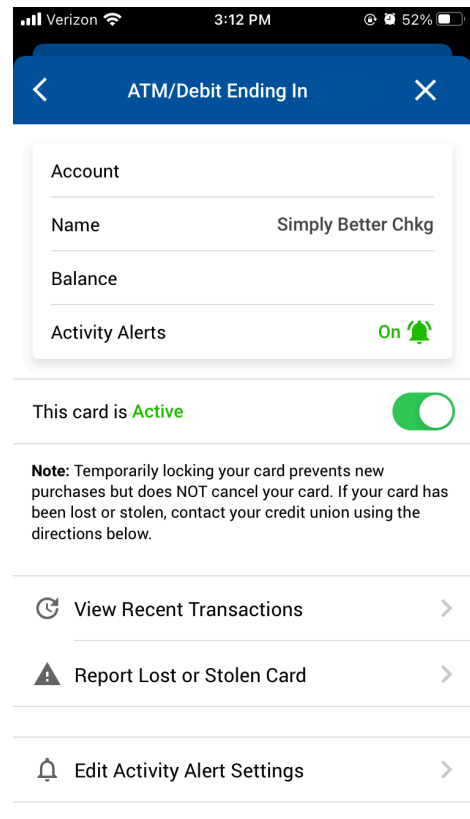
Step 4: The main screen of the “Manage Cards” feature displays all of your cards on your account. This display screen will also show if the card is active or inactive and your current alert settings.



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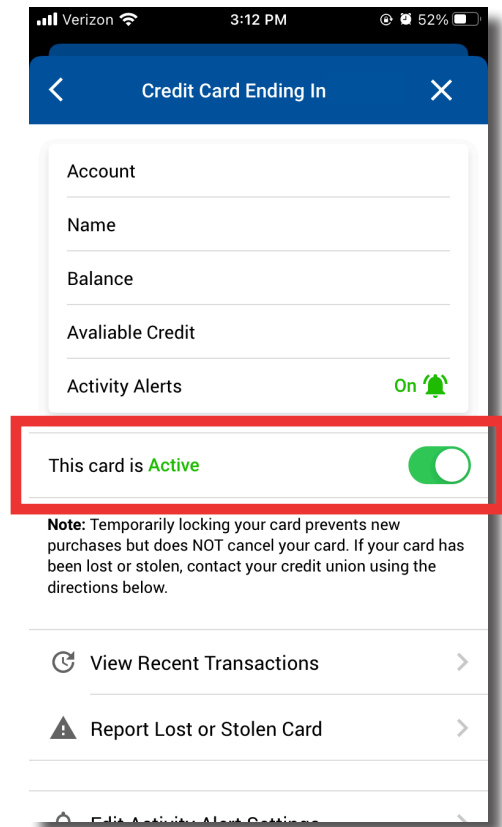
Step 5: Depending on if you are viewing a debit card vs. credit card, different levels of information will be readily visible. If you select a debit card, you can view your card's status, activity alerts status, account suffix, and actual balance. You can also view recent transactions, edit your activity alert settings, temporarily lock your card, and report a lost or stolen card.

More information is visible for a credit card in comparison to a debit card. Credit cards can view all of the information listed above along with your available credit.

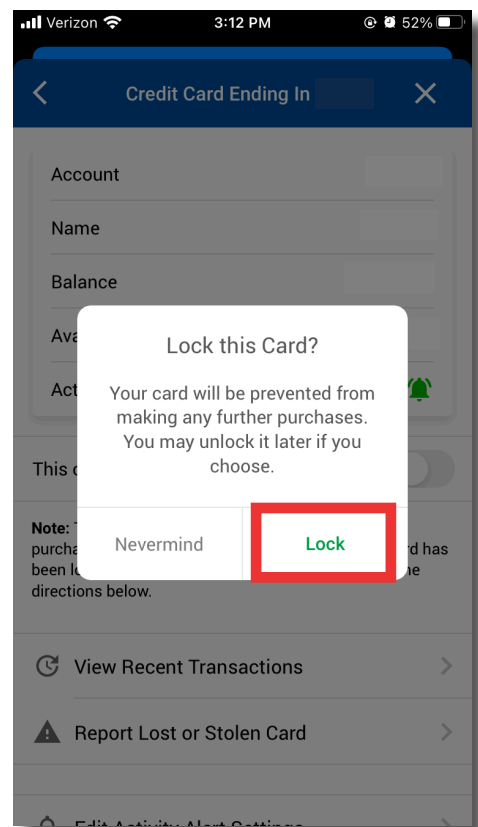


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Step 6: To lock a card on your account, click the slider next to the card status menu of the specific card. Read all of the warnings before you select “Lock”.

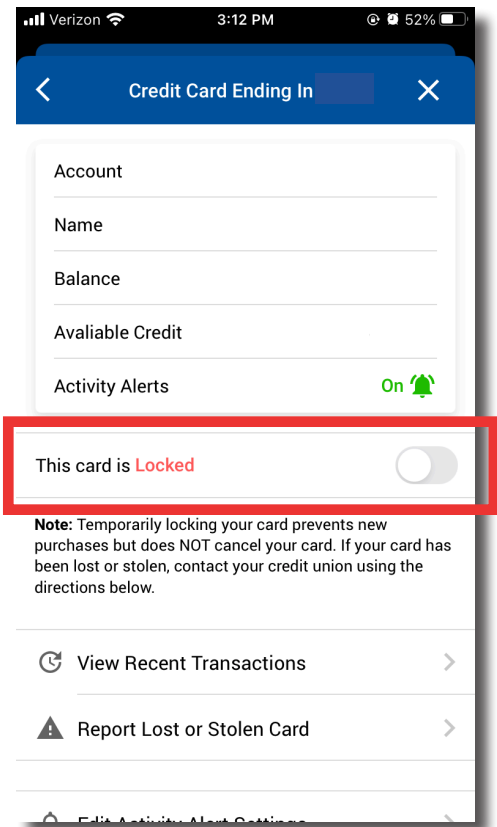


Step 7: A pop-up will appear to verify that you want to lock your card and prevent any more purchases. Select “Lock” if you wish to continue.

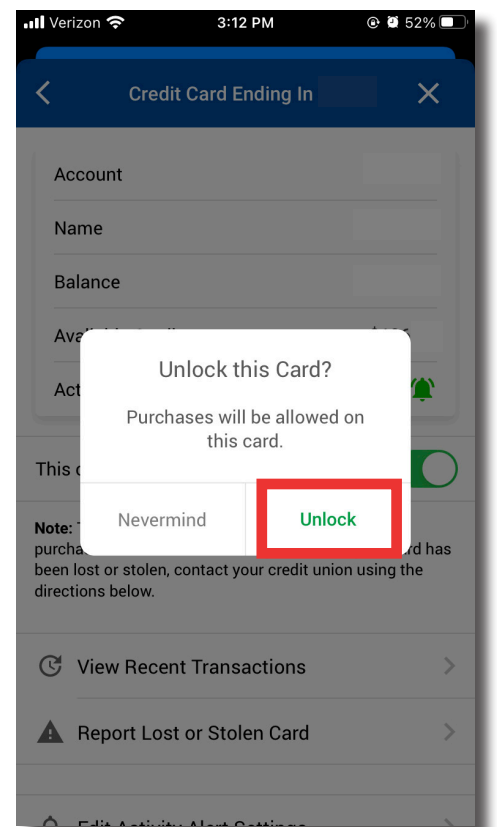


Step 8: To unlock a card on your account, click the slider next to the status.

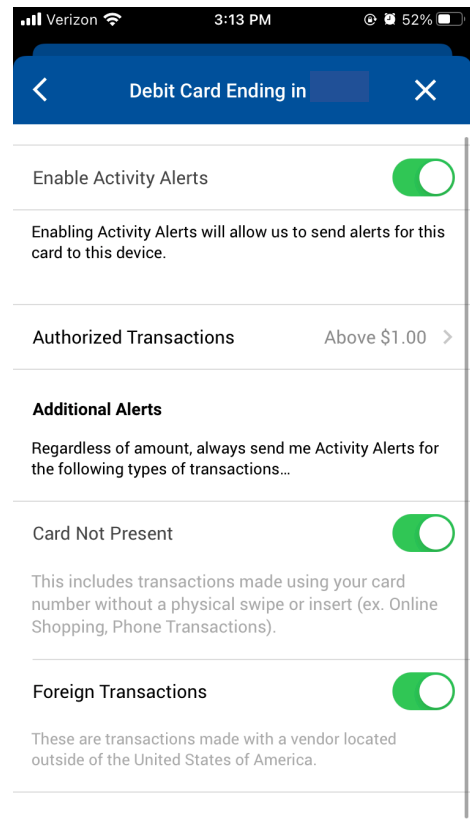
A pop-up will appear to verify that you want to unlock your card and allow purchases. Select “Unlock” if you wish to continue.



NOTE: If you have your correct email address in our system, you will also receive notifications about a change in your card status. To update your email address in our system, contact us or update it in Online Banking.



Step 9: If you choose to “Edit Activity Alert Settings”, you will be able to enable and disable activity alerts and set presets for your transactions. You will need to enable activity alerts on any of the cards you would like to receive activity alerts for.



Step 10: You will need to report a lost or stolen card so that a new card can be ordered for your account.

If you think you may know where your card may be, return to the previous menu to temporarily lock your card until you have found it!

