

FREQUENTLY ASKED QUESTIONS ABOUT PA CENTRAL'S CARDGUARD*

What do I need to use CardGuard?

- Be enrolled in Virtual Branch Online Banking
 - Have the PA Central Mobile Banking App downloaded
 - Have a debit and/or credit card linked to a PA Central account
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Q: Does CardGuard work on iPhone and Android?

A: Yes

Q: How long does it take to turn off my debit card if I misplace it?

A: It takes only seconds to turn off your debit card and block further transactions.

Q: Once I find my cards can I turn it back on again?

A: Yes. As soon as you find your card you can log back into the App and remove the block. This will allow your card to function again.

Q: What should I do if I am sure I have lost my card?

A: If you lose your card, log into the App, choose "Block Card" to block and disable your card. Once you have determined that your card is lost, call us at 717-564-4661 to request a new card.

Q: How often can I use the on/off feature and other CardGuard features?

A: You can use it as often as you'd like.

Q: How are alerts received?

A: Alerts are received as a push notification to your smart phone. Data rates do not apply.

Q: Is CardGuard for my credit and debit card?

A: Yes. You can connect both your credit and debit card in the app and switch back and forth between the two to set controls and monitor access.

Q: What controls are available?

A:

- Turn card on/off
- Set merchants types
- Set transaction types
- Set spending limits
- Set locations
- Set parental controls – support their needs but manage their spending

Details for all controls are located in the CardGuard app using the Tell Me More option.

Q: What is single sign-on?

A: If you are logged into our mobile app, you can select “My Cards” which will redirect you to CardGuard without logging in. If you are logged into CardGuard, you have the option of returning to the mobile banking app. Click on PA Central FCU to be redirected.

* CardGuard replaced the CardValet app in December 2019. Please discontinue use of CardValet and download CardGuard.