

# CardValet® FAQ

## What is CardValet?

CardValet is a phone application to use on your iPhone and Android.

## How is CardValet helpful to me?

Cardholders who use CardValet have immediate access to debit card controls through the app.

## How does CardValet help me manage my debit card?

Cardholders use CardValet mobile app to:

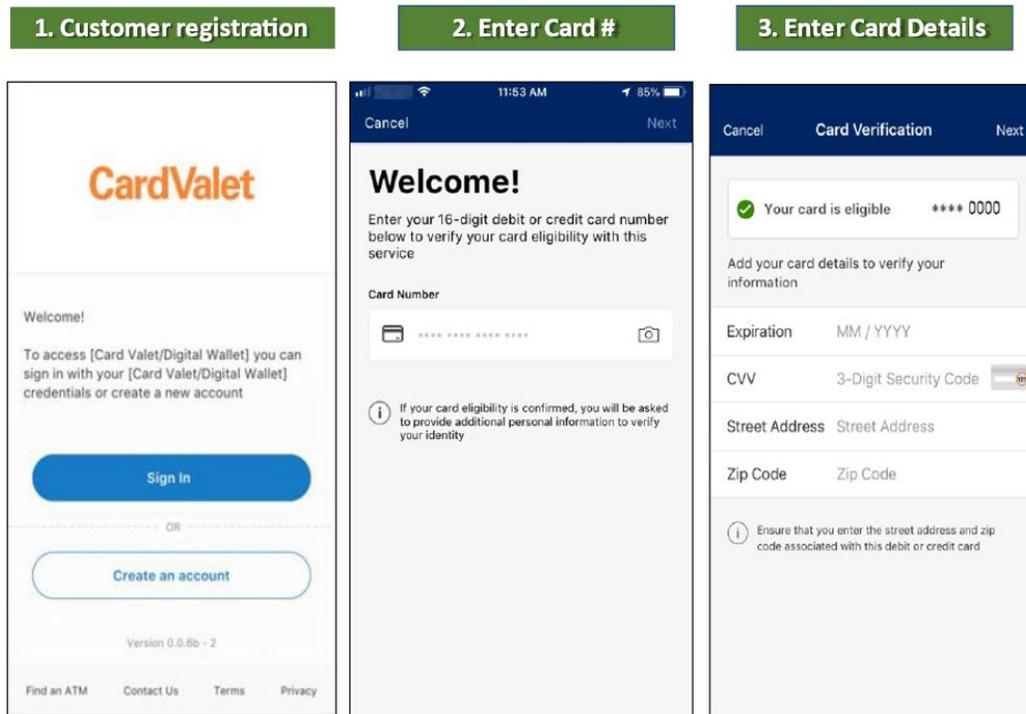
- Turn your debit cards on and off
- Set location-based controls to limit debit card usage
- Restrict debit card usage based on merchant type
- Establish debit card transaction limits
- Set threshold for transaction amounts
- Schedule alerts for specific transaction types

## How do I install the app?

Downloading the app takes a few minutes, download the CardValet application from the Apple App store or Google Play store.

- After successful download, the app icon displays.
- App screens are the same for Apple and Android devices.

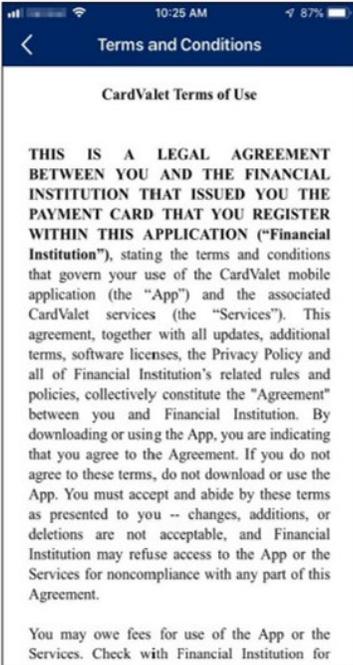
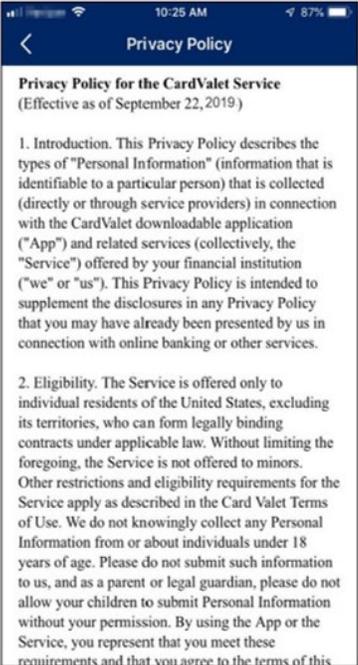
## What does registration look like?



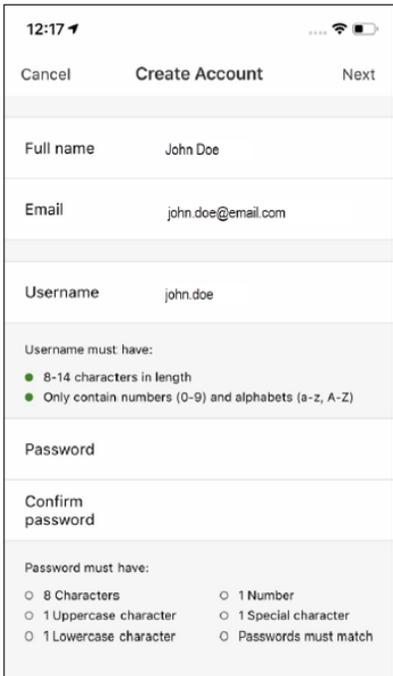
**4. User Verification**  
The card holder last 4 SS#



**5. To complete Registration, cardholders will need to accept the Terms and Conditions and Privacy Policy.**

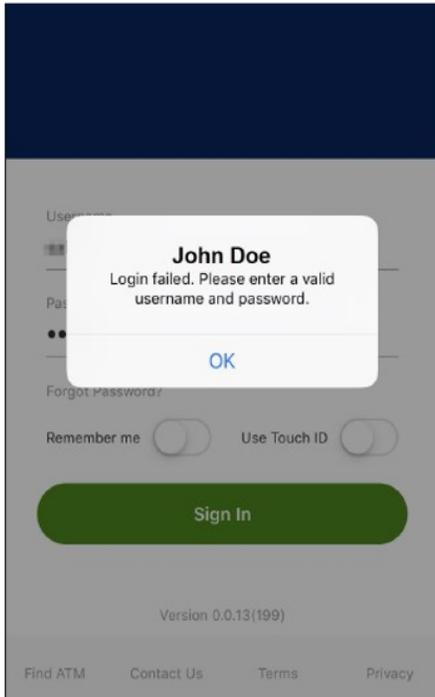
**6. Create user profile with username and password.**



- Complete process to continue and add additional cards.
- ATM cards are not able to be added to CardVale.

## What do I do if I am unable to login?

### INCORRECT LOGIN CREDENTIALS



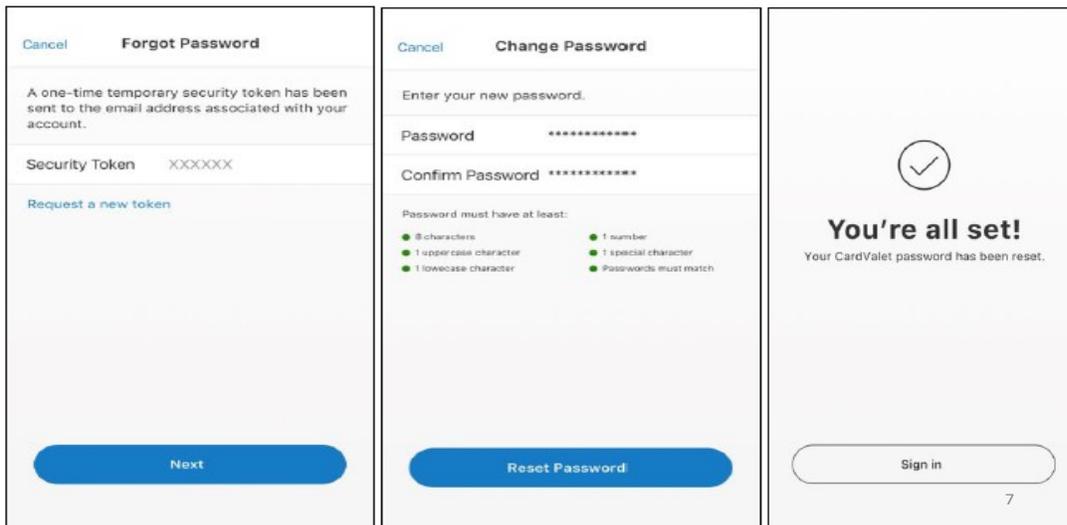
When a cardholder enters incorrect login information:

1. The following message displays:  
***'Login Failed. Please enter a valid username and password.'***
2. Cardholder is locked out after 3 failed attempts.
3. After 3 failed attempts, if the cardholder continues to enter the correct username/password, the failed message will still display and the cardholder will not be able to log in.
4. The cardholder does not need to wait for the email in order to use the [Forgot Password](#) link on the app!
5. Cardholder will need to use a new password. The last password used will no longer work.

### To reset the password:

After receiving the one-time passcode, the cardholder completes the following steps in the CardValet app:

1. Enter the 6-digit numeric security code.
2. Tap Next.
3. Create a new password.
4. Confirm the password.
5. Tap Reset Password. A confirmation screen displays.



## **What do I do if I am unable to login to CardValet and I can't find my card?**

During regular business hours **Monday-Friday 8-4:30** call **815-857-3625 ext. 5301** and our helpful staff will work with you on your debit card questions.

If you have questions regarding CardValet we will assist you upon return during regular business hours.

## **I need immediate assistance with my Debit Card and the Bank is closed. What now?**

Call **815-857-3299** Fiserv debit card customer service will assist you.