

CARD SUITE PRO

Frequently Asked Questions


**FIRST STATE BANK
OF BEDIASSM**
EST 1907



Card Management

Q: How do I update my card number?

A: Add your new card via “Add a New Debit Card” and delete the old one.

Q: How many cards can I register?

A: Up to 100 debit cards (ATM and prepaid cards are not supported).

Q: Can I add a card that isn't activated yet?

A: Yes, you can add cards by scanning or manual entry, even if not yet activated.

Q: What happens if I delete a card?

A: It's removed from the app but your account remains open.

Security & Login

Q: How can I log in?

A: Use biometrics, a 4-digit PIN/passcode, or your username and password.

Q: Can I use my credentials on multiple devices?

A: Yes, you can log in from different devices.

Q: How do I enable biometric login?

A: Set up during installation or later in Profile Settings.

Controls & Alerts

Q: What controls can I set on my cards?

A: You can control transaction types, merchant categories, spend limits, and locations.

Q: How does location control work?

A: Location Shield: Card works only near your phone (~8-mile range), Region Shield: Restrict by ZIP, city, or state (up to 50 regions), International: Add countries for travel.

Q: Can I freeze my card?

A: Yes, you can freeze/unfreeze instantly (autopay is not affected).

Q: How do alerts work?

A: Get real-time alerts for transactions and changes; customize which alerts you receive.

Archiving & Deleting Cards

Q: What's the difference between archiving and deleting a card?

A: Archiving hides the card but keeps controls active; deleting removes the card and its data.

Q: Can I recover a deleted card?

A: No, you must re-add it if deleted by mistake.

Shared Cards

Q: Can I share my cards?

A: Yes, with up to 100 people (one invite at a time). Only the primary user can override declined transactions.

Q: What can shared users do?

A: They can freeze/unfreeze, archive, or delete the card, but cannot share it further or add it to wallets.

Q: Who gets transaction alerts?

A: Both primary and shared users.

Transactions & History

Q: How much transaction history can I see?

A: Up to 12 months, filterable by merchant or category.

Q: Can I view statements?

A: No, statement viewing is not supported.

Q: What if a transaction is declined?

A: Check the receipt for the reason. Use One-Time-Override or Shake-to-Pay within 10 minutes if needed.

Other Management Features

Q: What else can I manage in the app?

A: Change PIN, report lost/stolen cards, or add cards to Apple/Google Wallet from the “Manage” menu.

Q: Can I customize my profile?

A: Yes, via the profile icon.

General Tips

Q: What if I get a new phone?

A: Reinstall and log in; your cards and settings are retained.

Q: How do I ensure location controls work?

A: Set app permissions to “Always Allow.”

Q: What should I do if I have issues?

A: Contact support for help with alerts or transactions.