



CardValet® FAQs:

REGISTRATION

What type of information do I need in order to register a card?

- Card Number
- Address
- ZIP code
- Expiration Date
- CVV/CVC Code
- Last 4 digits of the social security number

Multiple account holders can register the same card as long as they know the card details. Examples of multiple individuals registering one card can include: parents/dependents; spouses; or employers/employees.

Can multiple Pine Island Bank cards be linked to one registered CardValet account?

Yes. You can register up to 15 cards within a single CardValet app. Additional cards can be added within the Menu>Manage Portfolio>Add Card screen.

If I have two cards from different financial institutions that support CardValet; can I register both cards with CardValet?

You must create a unique login account for each financial institution. In the login page, the logo of the last logged-in financial institution shows.

If a parent registers a card for a child, can the child change the controls on the card?

Only cardholders with access to the user name and password to the CardValet app can modify the controls.

**You can download the card on multiple devices but are requested to indicate which device is “primary.”
What is the purpose of assigning a primary device? Can you make changes to the settings from the non-primary devices?**

The primary device is used to track the GPS for My Location alerts and controls. Additionally, all merchant and threshold alerts are sent to the primary device. All devices that have registered a particular card can view or change the CardValet settings for that card.

Controls (including the ON/OFF setting) are set at the card level, so the last update to a control will be honored regardless of which phone was used to make the change.

Alerts are set at the device level, so each primary device will receive alerts that were set up from that particular device. The primary device can be re-set by accessing Settings>Primary Device.

Do cards require an update in CardValet if they are reissued or replaced?

If the card number does not change, no.

If the card number is new, yes. Add the new card number to the cardholder’s profile. Unmanage the old card through the CardValet app – Manage Portfolio. Uncheck all cards and accounts and tap OK.

Can I re-enroll in CardValet if I previously unsubscribed?

Yes. To re-activate, you must register as a new user. You will be required to select a new user name; if you enter your previous user name an error will display. Upon successful registration, you may once again use CardValet.