



CardValet® FAQs:

GENERAL

What are the CardValet password requirements?

A minimum of 8 characters, containing: 1 upper case character, 1 lower case character, 1 number, and 1 special character.

Why does a password error message display on the Login screen even though I am entering the correct password?

Each time you enter an incorrect username or password this message displays. On the third attempt, your account is disabled. For security reasons, the message continues to display even if you enter the correct username/password. To reset, please contact Pine Island Bank at (507) 356-8328.

How long does the app stay logged in if I do not log out?

The app automatically logs off after 10 minutes of inactivity.

When a card is lost, does the new card number need to be registered manually through the app?

Yes. The new card number must be registered. The replacement card is added to your profile via Menu>Manage Portfolio>Add Card.

How is the lost card number removed?

The old card cannot be removed but you can unmanage the card via Manage Portfolio.

Can I unsubscribe from CardValet?

Yes. There are multiple ways that you can unsubscribe from CardValet. You can unsubscribe through the CardValet app - Manage Portfolio. Uncheck all cards and accounts and tap OK.

Pine Island Bank can also unsubscribe you from CardValet at your request. Please call (507) 356-8328 to do so.

When you unsubscribe, all of the previously set alerts and controls are no longer in effect.