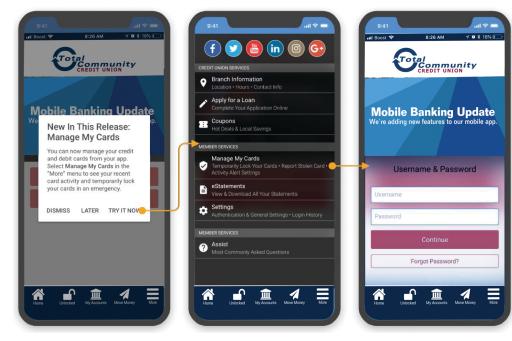
MOBILE APP FOR CREDIT & DEBIT CARDS

CURRENT TCCU MOBILE APP USERS

First, members will receive notification that an app update is available. After updating the app via the App Store, members will be able to access the Manage My Cards portal to begin setting up cards and notifications.

FIRST TIME USER ACTIVATION

The first time a member launches their app with card controls available, they will be notified of the feature with a system dialog popup, shown here. The member will be required to log in, if not already, to access the card controls menu.

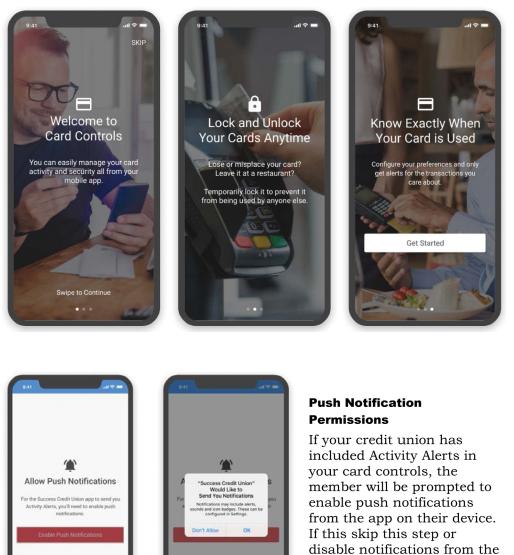


First Time User Introduction Process



When members open the Manage My Cards feature for the first time, they will be shown a short introduction slideshow, informing them what the feature can do when they use it.

Introductory Card Controls Slideshow





Viewing Card Status and Recent Transactions

Once the member has either viewed or chosen to skip the slideshow, they will be taken to the Manage Cards screen. On the feature's main screen is the locked or unlocked status of the card, as well as the status of alerts.



app by tapping "Don't Allow", they will not be able to access Alert Preferences later. (Note that this is an iOS only step)

The Card Summary screens displays critical details of the card, associated accounts, and payment information. Additionally, to help the member track the card they are viewing, a Recent Transactions page shows them the 10 most recent transactions made with the card.

Manage Cards	Credit Card End	ing in 1234	C Transaction His	story
Manage My Cards	Card Summary Card Status	Active 📑	Your last 10 approved transactio 3 months. To view full transactio	on history, including
	Activity Alerts	Off X	pending transactions, visit My Av	acounts.
See Recent Activity	Account Number	**9898	ACH/CU Answers, UNCET 10/26/18	+\$50.0
ard Ending 1234	Current Balance	\$4,567.89	ACH/CU Answers, UNCET 10/26/18	+\$50.00
e 🔌 Alerts Off	Next Payment Amount	\$56.78	ACH/CU Answers, UNCET	+\$50.00
ard Ending 5295	Next Payment Due Date	3/4/18	10/26/18	
Alerts Off	C View Recent Transacti	ons >	ACH/CU Answers, UNCET 10/26/18	+\$50.00
	Actions		ACH/CU Answers, UNCET 10/26/18	+\$50.00
	🗘 Edit Activity Alert Setti	ngs >	ACH/CU Answers, UNCET 10/26/18	+\$50.00
	Temporarily Lock This	Card >	ACH/CU Answers, UNCET 10/26/18	+\$50.00
	A Report Lost or Stolen	Card >	ACH/CU Answers, UNCET	+\$50.00
			10/26/18	+\$50.00
e Lacked My Accounts Move Morey More	Home Locked My Account	as Move Money More	ACH/CU Answers, UNCET	+\$50.00

Manage My Cards Summary and Recent Transactions

Activating and Deactivating a Card (Locking and Unlocking)

From the Card Summary screen, members can temporarily lock their credit and debit cards associated with an account by simply selecting a card from the summary page and following the prompts to lock the card.

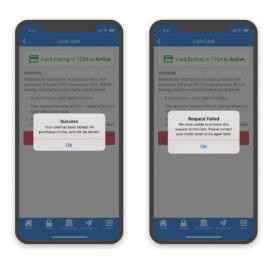
Deactivating a Plastic ("Locking" a Card)

Card Summary	Active	Card Ending in 1234 is Active	Card Ending in 1234 is Active
Activity Alerts	Off	WARNING	WARNING
Account Number	**9898	Temporarily locking your account prevents new purchases but does NOT cancel your card. Before	Temporarily locking your account prevents new purchases but does NOT cancel your card. Before
Current Balance	\$4,567.89	locking, read the important bullet points below: If you lost your card, report it stolen. 	 Iccking, read the important bullet points below: If you lost your card, report it stolen.
Next Payment Amount Next Payment Due Date	\$56.78	Your account number will not change when you lock/unlock your card.	Your account number will not change when y lock/unlock your card.
View Recent Transactions	>	You should continue to pay your bill and manage your account when your card is locked. Temporarily Lock Card	By selecting OK, you will lock your card and prevent any more purchases.
Celit Activity Alert Settings	>		
Temporarily Lock This Card	•		
Report Lost or Stolen Card	>		
Report Lost or Stolen Card	>		



Once a card is successfully locked, transactions on the card will be denied until the card is unlocked. If the user encounters a connection error, or if there is a problem with the server processing the request, an error message will notify them the operation could not be completed (and this status message will appear on the exception report).

When a member successfully locks their card, they will be able to see its locked status with a red lock icon. The locked status will be shown on the Card Summary



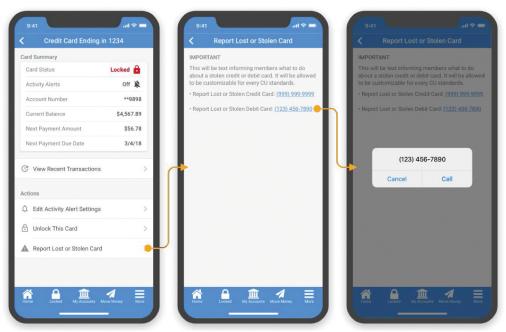
screen when the card is locked, as well as on the Manage My Cards screen.

Cards can be unlocked the same way they were locked, by navigating to the lock screen and tapping "Reactivate Card".

Reporting a Card Lost/Stolen

If a member were to lose their card or have it stolen, they must call to request the card be canceled. The Report Lost or Stolen Card menu option will populate with the configured phone numbers to call to report the card.

Lost or Stolen Card Process





TRANSACTION ACTIVITY ALERTS

Enabling Activity Alerts

As long as the member has allowed notifications on their device, they can enable Activity Alerts for the cards in the Card Controls. Notifications will automatically be disabled for cards until the member enables individual cards. While enabling notifications is device specific, the individual settings for each card will be applied to any device set up with the members account.

Enabling Activity Alerts (Global)

d Summary		Device Settings Enable this device to receive notification	ns for this card.	Device Settings Enable this device to receive potificatio	ns for this card.	
Card Status	Active 🚍	Enable Activity Alerts				
Activity Alerts	Off 🔌	Enable Activity Alerts		Enable Activity Alerts	-	
Account Number **9898		Aleri Settings	Alert Settings		Alert Settings	
Current Balance	\$4,567.89	These settings and options will be appli- where Activity Alerta are enabled for thi	These settings and optains will be applied to every device where Activity Alerte are enabled for this card.		These settings and options will be applied to every devic where Activity Alerts are enabled for this card.	
Vext Payment Amount	\$56.78	Authorized Transactions	-0	Authorized Transactions	-	
lext Payment Due Date	3/4/18	Only Transactions Above:	\$0.00 >	Only Transactions Above:	\$0.00	
View Recent Transactions	<u> </u>	Additional Options Always send me Activity Alerts for these	e types of activity:	Additional Options Always send me Activity Alerts for thes	e types of activity	
Edit Activity Alert Settings	•	() Card Not Present	-	(i) Card Not Present	-	
Temporarily Lock This Card	>	Foreign Transactions	-•	(i) Foreign Transactions	-	
Report Lost or Stolen Card	>	More Info About Notifications	× *	More Info About Notifications		

Setting a Transaction Alert Threshold

If a member wants to limit the amount of alerts they see from their transactions, they can set a threshold to only be notified above a certain amount.



Transaction Alert Threshold Configuration

Credit Card Ending in 1234	Cancel	Filter By Limit		Credit Card Ending in 1234
Device Settings Enable this device to receive notifications for this card.	Filter Amount \$20.00			Device Settings Enable this device to receive notifications for this card.
Enable Activity Alerts		when a transaction on this	card is above the	Enable Activity Alerts
Alert Settings These settings and options will be applied to every device where Activity Alerts are enabled for this card.		et Limit to \$10.	.00	Alert Settings These settings and options will be applied to every devic where Activity Alerts are enabled for this card.
Authorized Transactions				Authorized Transactions
Only Transactions Above: \$0.00	+			Only Transactions Above: \$20.00
Additional Options Always send me Activity Alerts for these types of activity:			- 1	Additional Options Always send me Activity Alerts for these types of activity
Card Not Present				Card Not Present
 Foreign Transactions 	1	2	3 DEF	Foreign Transactions
	4 6HI	5 JKL	6 MN0	
More Info About Notifications >	7 PORS	8	9 ^{wxyz}	More Info About Notifications
		0	\otimes	
Home Locked My Accounts Move Money More			Q	Home Locked My Accounts Move Money Mo

Special Alerts

Some alerts can be enabled regardless of any monetary threshold set by the member. These include Card Not Present and Foreign Transactions. Members can see more about these specific transactions by expanding the "I" symbol, and turn them off or on by sliding the toggle switch.

Transactions That Will Not Trigger Alerts

Some transactions that may fall under the member's configurations may not trigger a push notification to the member. Several examples of these include,

- Transactions that occur during vendor stand-in
- Transactions that are denied at the switch (by the vendor)
- Fuel pump authorizations
- Credit transactions (i.e. refunds, reversals, deposits)
- Incoming and outgoing card status messages
- Force posts (i.e. x120 and x220 messages)*

*Important note about vendors that do single message processing: If the transaction is under the vendor stand-in limit, the vendor may pre-approve the transaction and send it as a x220 force post. This scenario will not produce an alert.

enjoy your new card controls

