Card Management Quick Reference Guide

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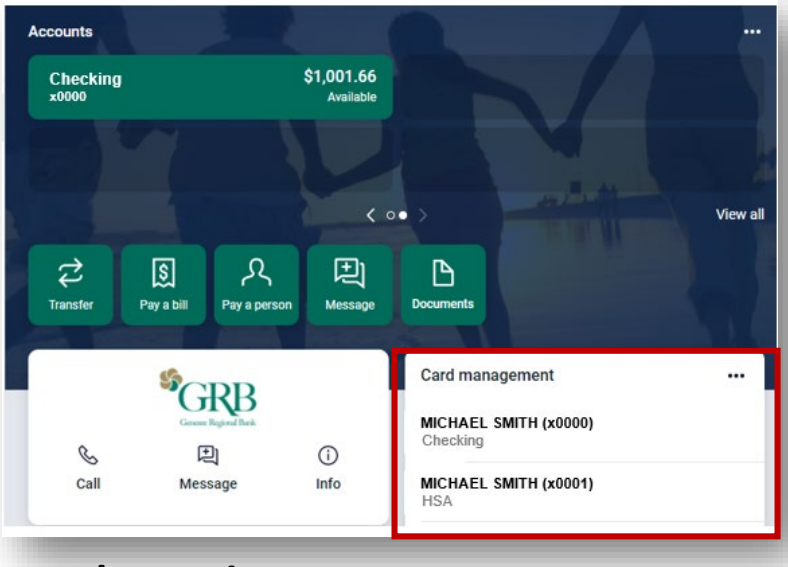
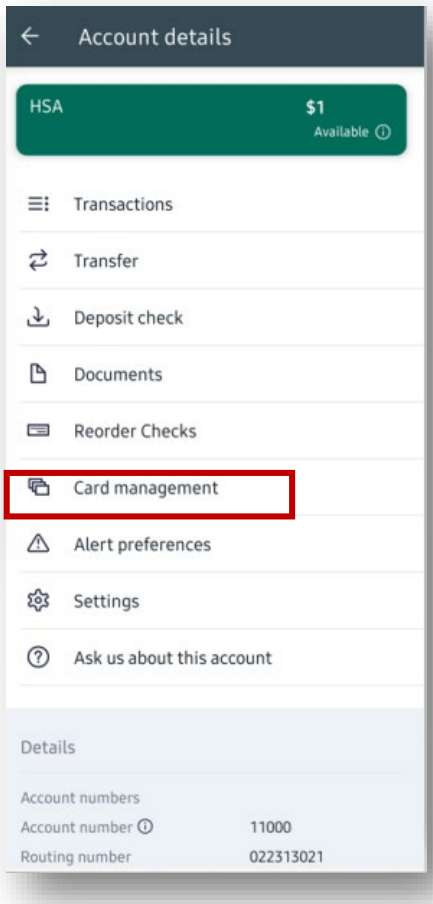
Card Management
Quick Reference Guide

Accessing debits cards in Card Management

- Access Card Management via the Dashboard to view all of your debit cards, or click into your account the debit card is linked to. You will see Card management with your active linked card for that account.



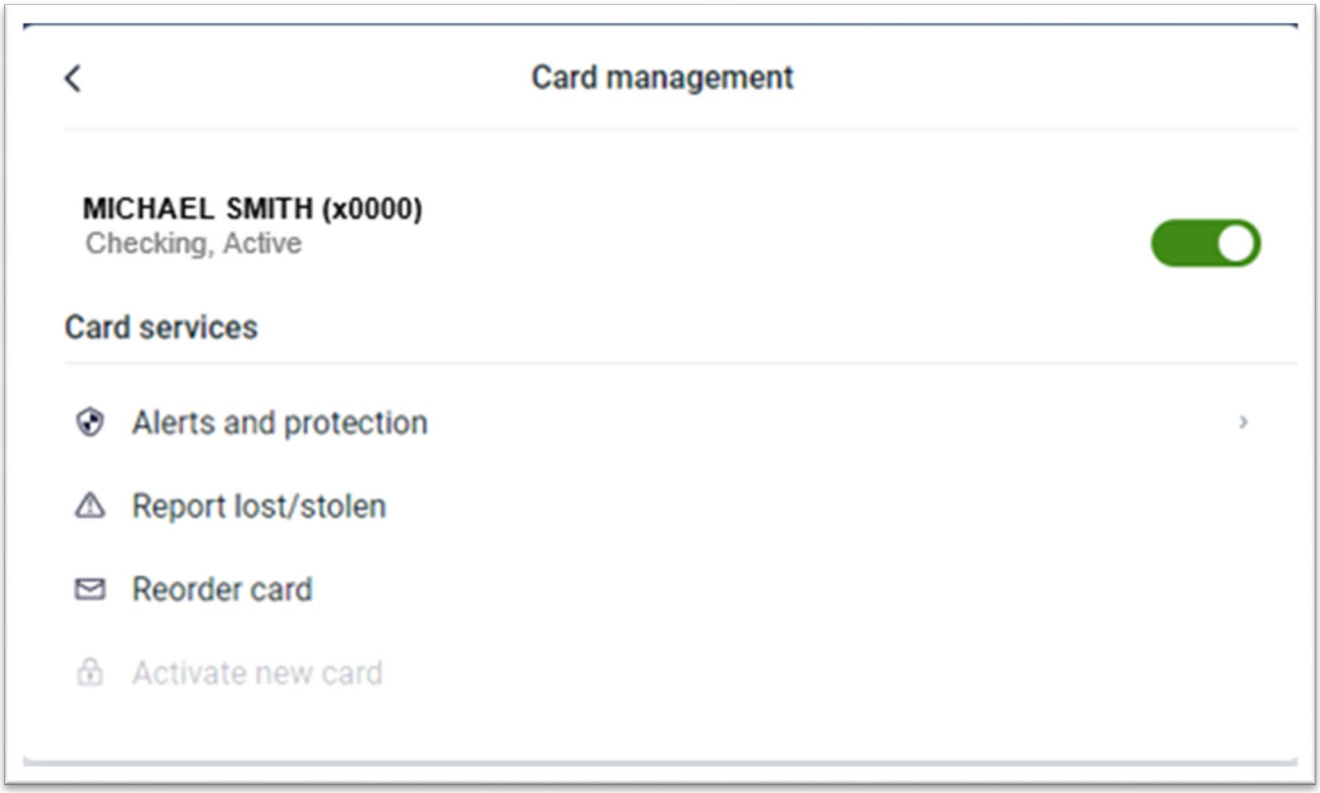
Desktop View



Mobile View

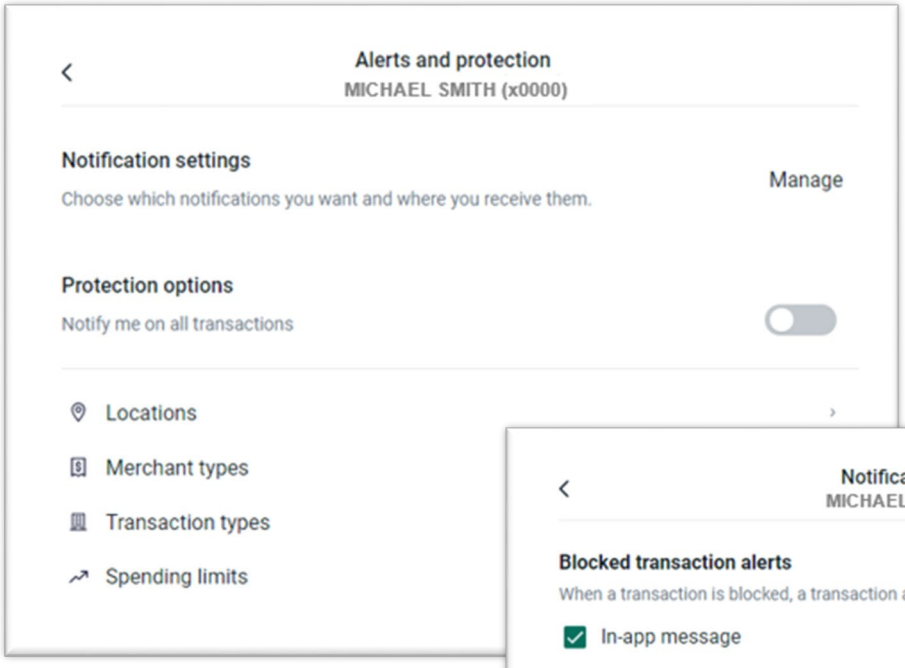
Managing your Debit Card with Card Management

- Use the Toggle to temporarily disable your card. Simply toggle back on to enable.
- Set up Card Alerts and protection (see next page)
- Report a card lost or stolen
- Reorder a card
- Activate a new card

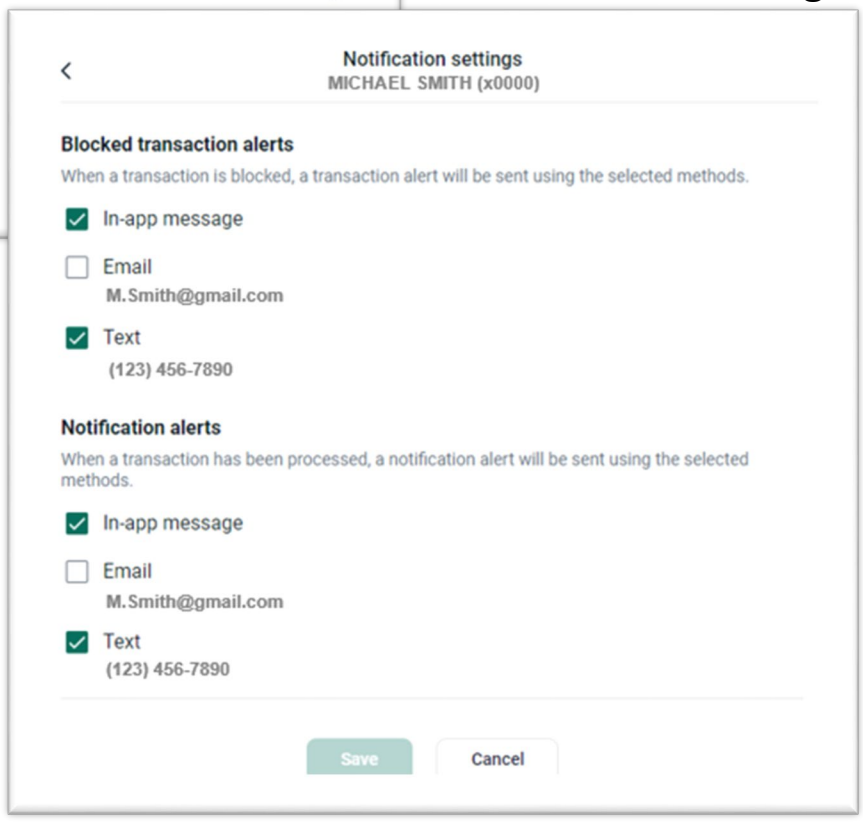


Managing your Debit Card Alerts and protection

- After selecting *Alerts and protection*, click on *Manage* to manage how to receive notifications for your debit card.
- Use the *Protection options* toggle to get notified on all transactions

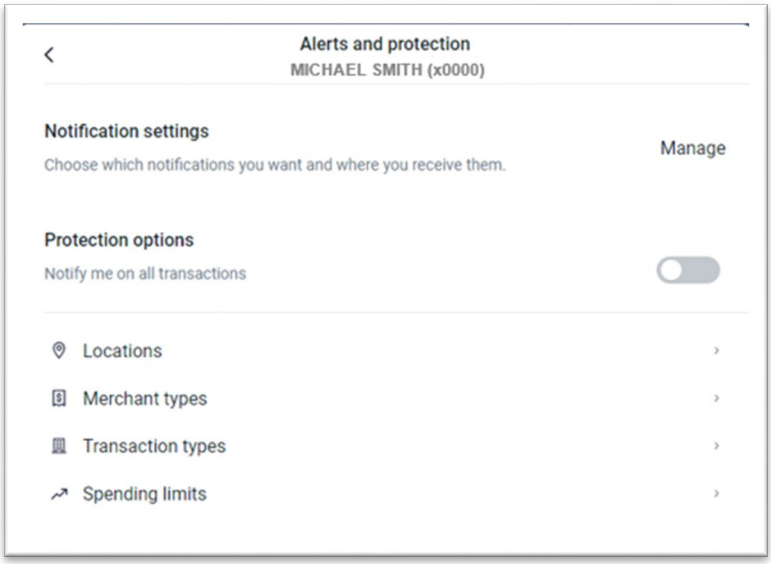


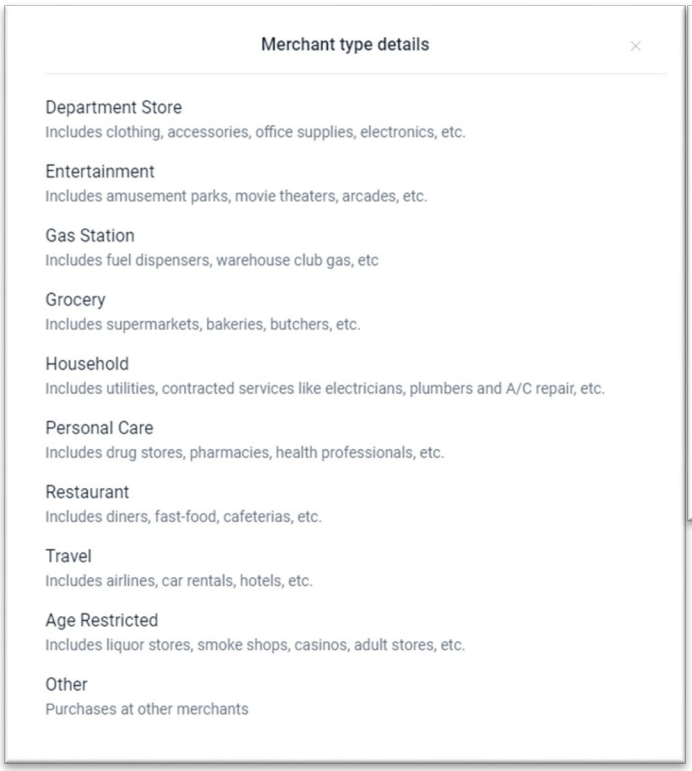
Notification settings

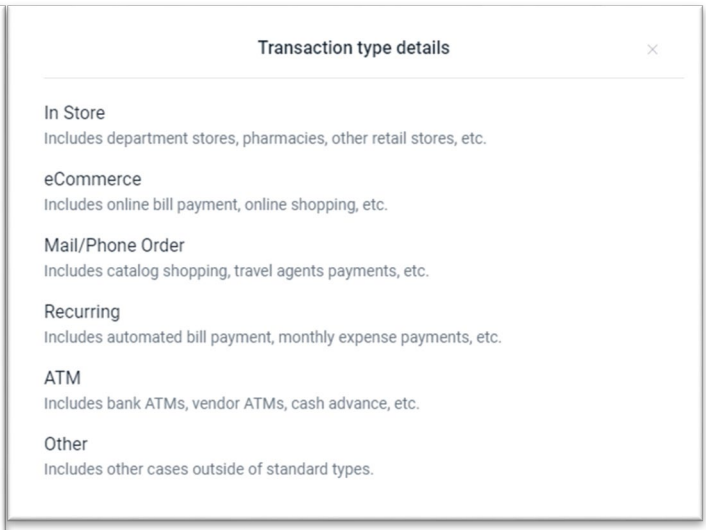


Managing your Debit Card Alerts and Protection

- Click *Location* to select whether you would like to block international transactions or if you'd like to receive a notification when there are any international transactions.
- For Merchant types and Transaction types, choose whether to block or get notified when a transaction is made

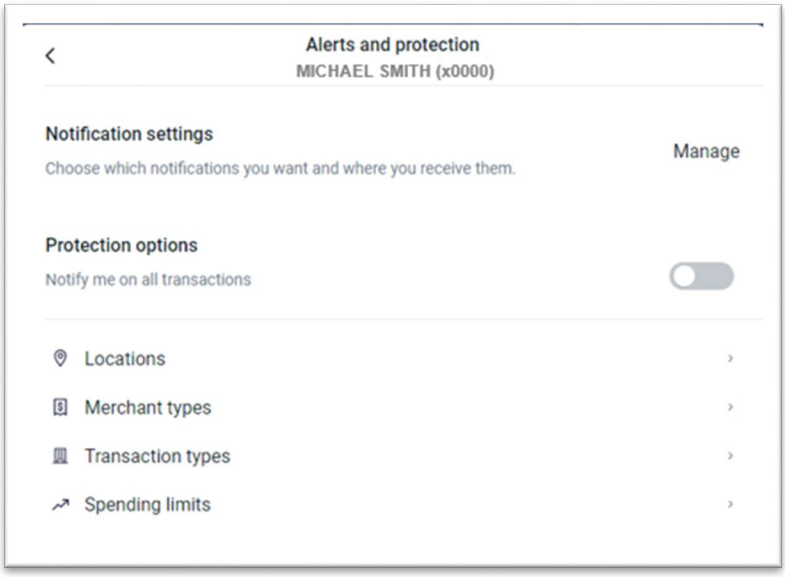


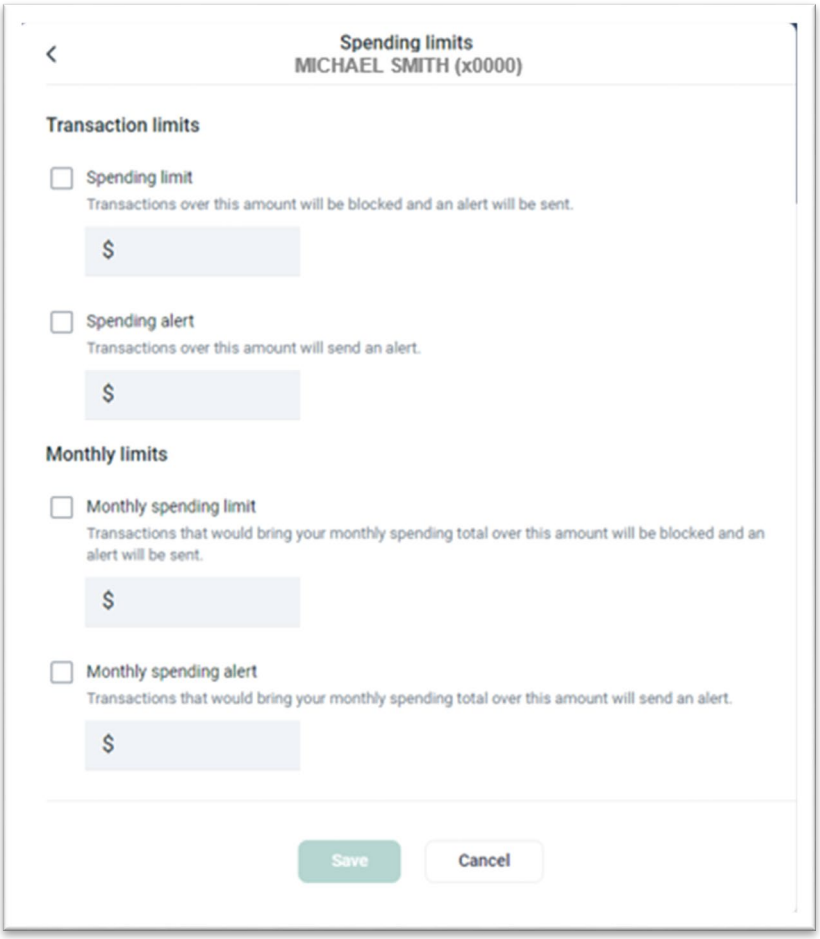




Managing your Debit Card Alerts and Protection

- To set spending limits, select *Spending Limits.*
- Complete the fields as desired to set transaction spending limits and alerts.
- Complete the fields as desired to set monthly spending limits and alerts.

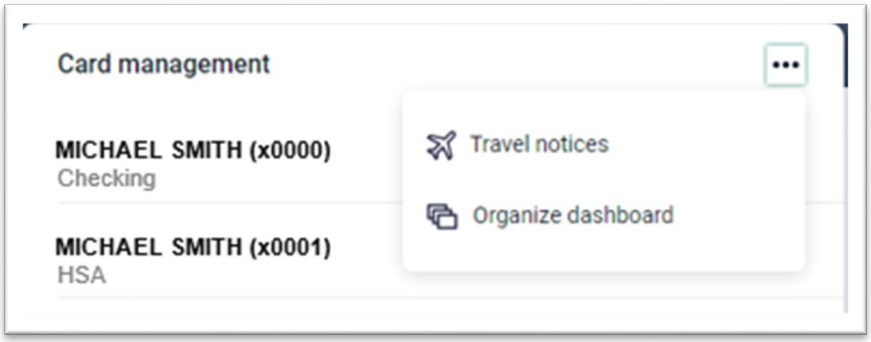


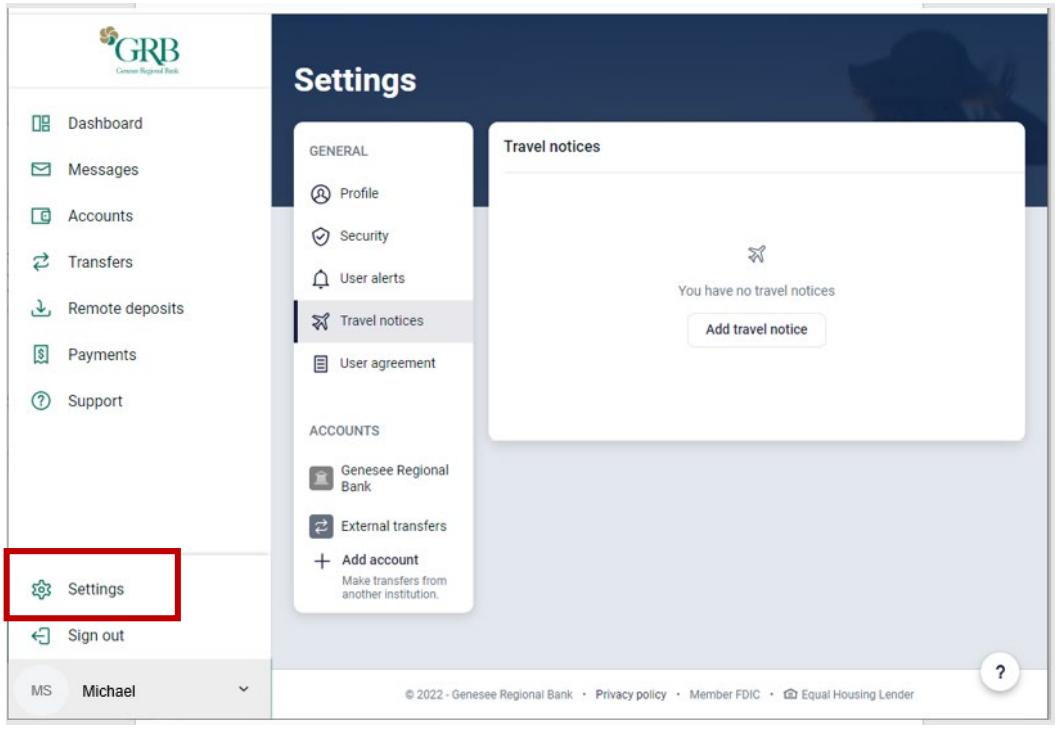


Managing your Travel Alerts

- From the Dashboard Card Management “card”, click the three dots in the upper right corner and click the airplane icon (on the mobile app, the Airplane icon will be visible without clicking the dots)
- You may also access it by clicking on your name from the bottom of your menu, go to Settings and select *Travel notices*
- Click on *Add travel notice*

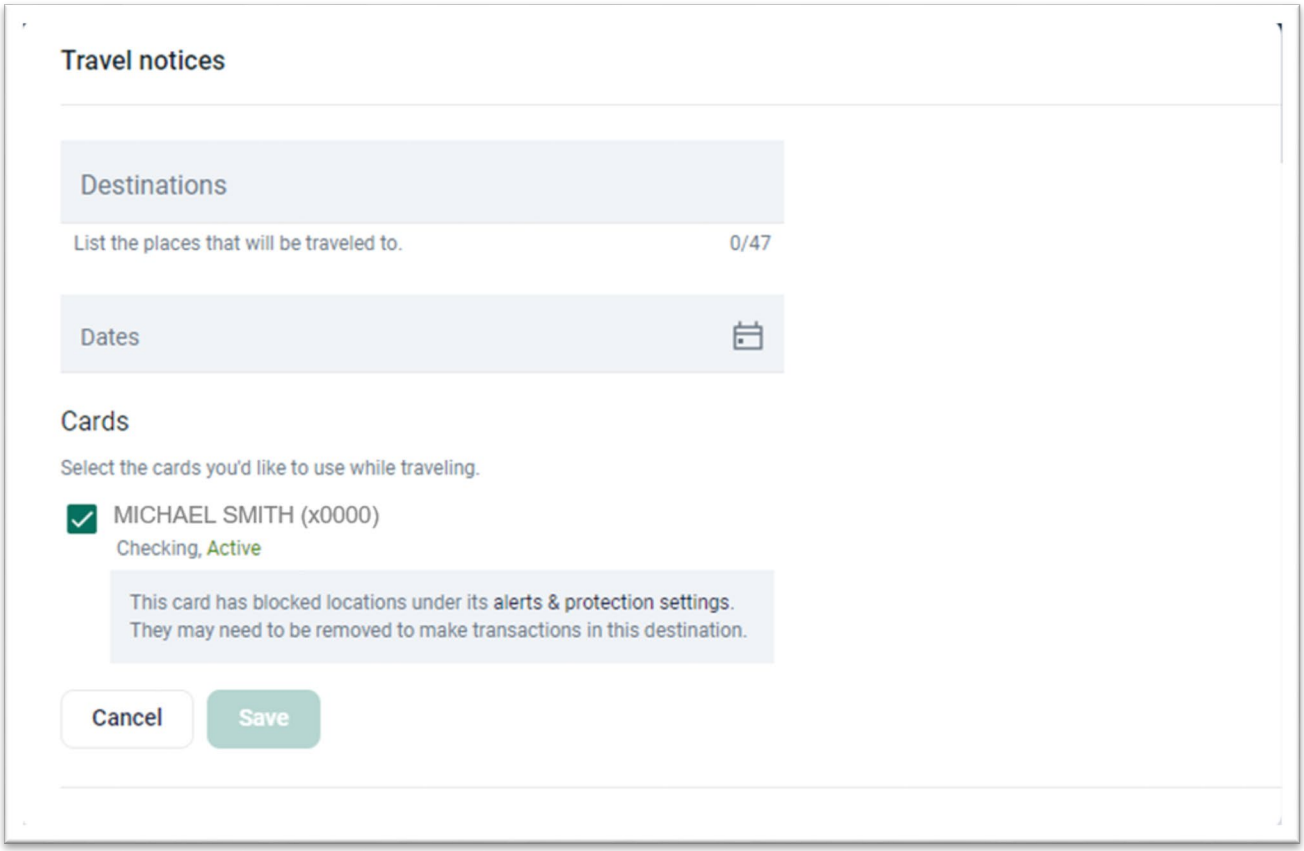
Dashboard Card





Managing your Travel Alerts

- From here you can add a notice to include location(s) and dates of any travel and which cards should be permitted during that time



Card Management FAQs

Q. How do I access my Debit Cards?

A. Debit cards are accessed within Card management. Access Card management for all your debit cards via the Dashboard, or click into your account the debit card is linked to. You will see Card management with your active linked card for that account.

Q. What can I do in Card Management?

A. You can set a variety of customized controls and alerts within GRBbank including:

1. Turn debit and credit cards on or off
2. Report cards lost or stolen
3. Activate a new card
4. Alert options for transactions based on location, merchant type, transaction type, spending, and travel alerts

Q. How do I turn off my debit card off via GRBbank if it's been misplaced, or lost/stolen?

A. You can turn off your debit card on any device. Find your card under Card management, toggle the slider to lock your card. This keeps your card locked until you turn it back on.

If your card is permanently lost or has been stolen, you may cancel your card by selecting Report lost/stolen.

Q. How do I activate my debit card via GRBbank?

A. Find your card under Card management, click *Active new card*

Card Management FAQs

Q. How do I set up alerts and protections for my Debit Cards?

A. Click on your debit card in Card Management. Click *Alerts and Protection.* From here you can:

1. Manage how you want to receive these debit card related notifications within Notification settings
2. Set an alert to notify you anytime your debit card is used by toggling the Notify me on all transactions on
3. Set alerts or blocks on International usage under Locations (Note: Blocking will stop in person card usage. Online transactions will still be possible)
4. Set alerts or blocks on Merchant types, transactions types, and set spending limits and alerts

Q. I will be traveling, how do I set a Travel Notice?

A. From the Dashboard Card management "card", click the three dots in the upper right corner and click the airplane icon (on the mobile app, the Airplane icon will be visible without clicking the dots). You may also access it by clicking on your name from the bottom of your menu, go to Settings and select *Travel notices*. From here you can add a notice to include location(s) and dates of any travel and which cards should be permitted during that time