

Card Management

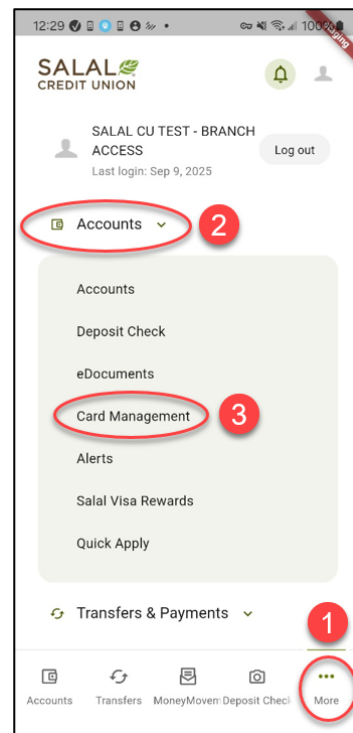
With the Card Management feature located in Salal's mobile app, you can easily activate your new card, create a PIN, lock/unlock your card, lower your card limits, add a travel notice, or mark your card as lost or stolen.

Once you have logged into the mobile app, you can access the Card Management feature by selecting the **More (1)** button in the bottom navigation. Then expand the **Accounts (2)** section and select **Card Management (3)**.

Card Management Features

All your debit and credit cards should be displayed. If you have more than one card, you can swipe to view the next card. The following features are available to use:

- [Go to Digital Card Display \(View Details\)](#) – You can select a card and view full card details to display card number, expiration date, and CVV.
- [Go to Activate Card](#) – By clicking on your new card and then selecting **Finish Set Up**, you can activate your card and create a PIN all in a few quick steps.
- [Go to Lock/Unlock Card](#) – You can temporarily lock your debit or credit card with the click of a button. The card will remain locked until you unlock it.
- [Go to Card Settings: Manage Card Limits](#) – You may lower your card limits at any time and then go back and increase them to their default limits.
- [Go to Travel Notices](#) – If you will be traveling, please keep us informed. You can place a travel notice on your card with us. There is a dropdown to select the location. You have the option to edit or delete the travel notice after it has been added.
- [Go to Balance Transfer](#) (credit card only) – This option will only be available for those members with a Salal credit card. This will allow you to do a balance transfer on your card with us.
- [Go to Replacement Options](#) – You can select **Lost** or **Stolen**. Note that your card will be closed, and a new card ordered the next business day to come to your address we have on file for you.
- [Go to Update PIN](#) – You can choose a new PIN for your debit or credit card at any time.
- [Go to Add to Mobile Wallet](#) – Any card not yet added to a mobile wallet will have a button below to “Add to Apple Pay” or “Add to Google Pay” depending on mobile device.

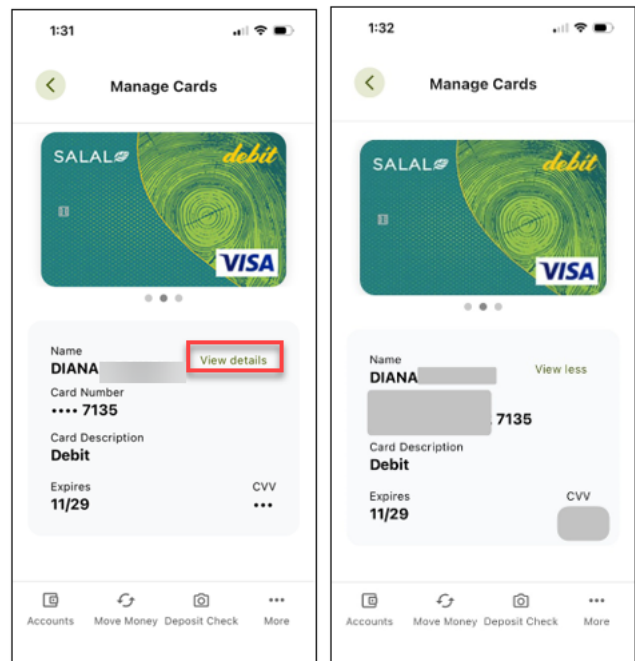


Digital Card Display (View Details)

You can select any card and view full card details to display card number, expiration date, and CVV.

View Details on Activated Card: On a card already activated, click on **View details** to see full card information (card number, exp date, CVV). Use this information to make online purchases if your card is not handy.

1. Select the card for which you want to see full card details.
2. Click on **View details** and then select how you would like to receive your multi-factor authentication (MFA) code.
3. You will then be able to see your full card information.

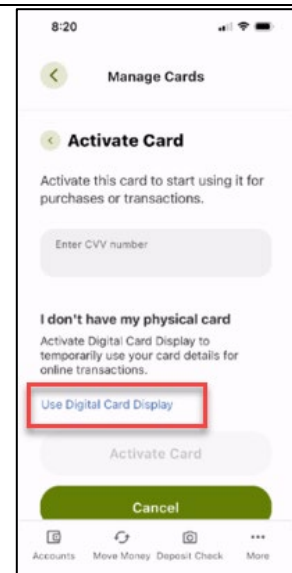


Digital Card Display – Card Not Activated: Physical card not yet received or activated. You can digitally activate a card to use immediately for online or card-not-present transactions. You can also add immediately to a mobile wallet.

Follow these steps:

1. Select the new card you want to use and click on **Finish Setup**.
2. From the Card Setup screen, select the arrow next to Card Activation.
3. Then click on **Use Digital Card Display**.
4. You will be required to complete MFA to digitally activate the card. Select how you would like to receive the code.
5. You will be able to see your card details, including full card number, expiration date, and CVV. The card can immediately be used for digital purchases.
6. You can now add this card to your mobile wallet.

Note: The physical mailed card will require activation once received.

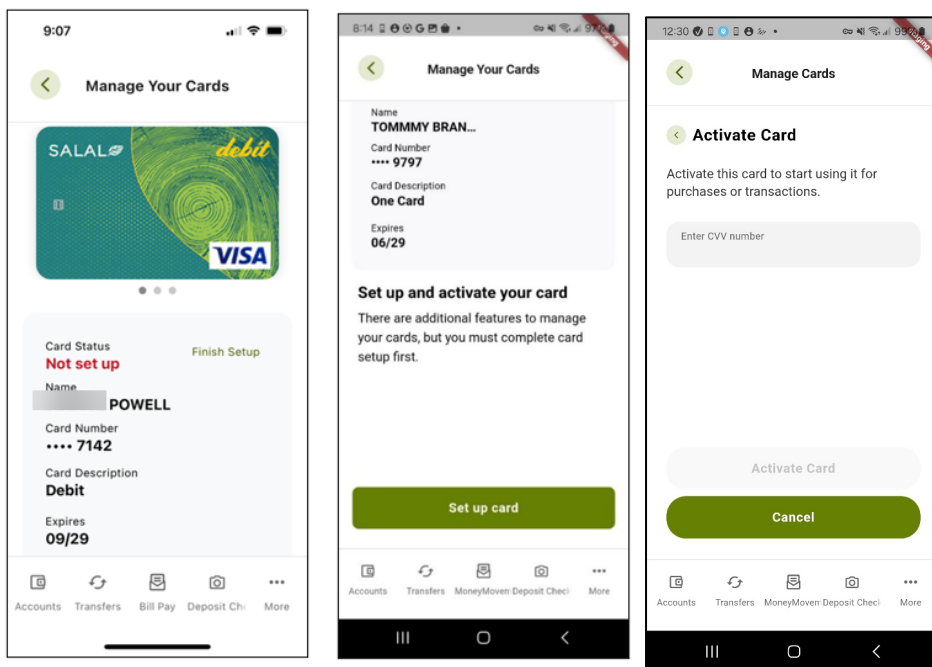


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Activate Card

Once you receive your new card, you can quickly activate it in digital banking. Just follow these quick steps:

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Click on the card you want to activate. Swipe to see additional cards. Select either **Finish Set Up** when you click on the card or scroll down and select the **Set up card** button that displays below the card image.
3. Enter the CVV code – this is the security code found on the back of the card.
4. Select **Activate Card**.



5. Select how you would like to receive the MFA code.
6. Enter a four (4) digit PIN and then enter again to confirm.
7. Enter card expiration date (MM/YY) and select **Save**.
8. Select the **Done** button to complete the process.

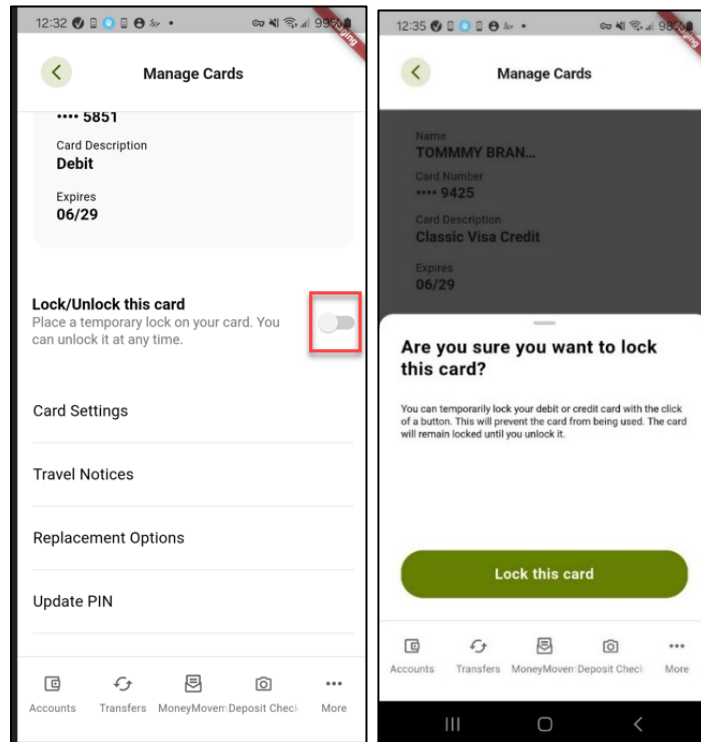
Your card has now been activated and is ready to use.

Lock / Unlock Card

To temporarily lock your debit or credit card, log into digital banking and follow these steps:

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Find the card you want to lock, swipe to see additional cards if you have more than one.
3. Slide the button to **Lock/Unlock this card**.

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4. You will then be presented with the **Are you sure?** pop-up. Click the **Lock this card** button. A success message should appear at the top.
5. Now when you go back to the main page for **Card Management**, your card should reflect that it has been **Locked**.

You can go back in and select to unlock your card at any time. For your security, an MFA code will be required for you to unlock your card. Once unlocked, your card will be available to use right away.

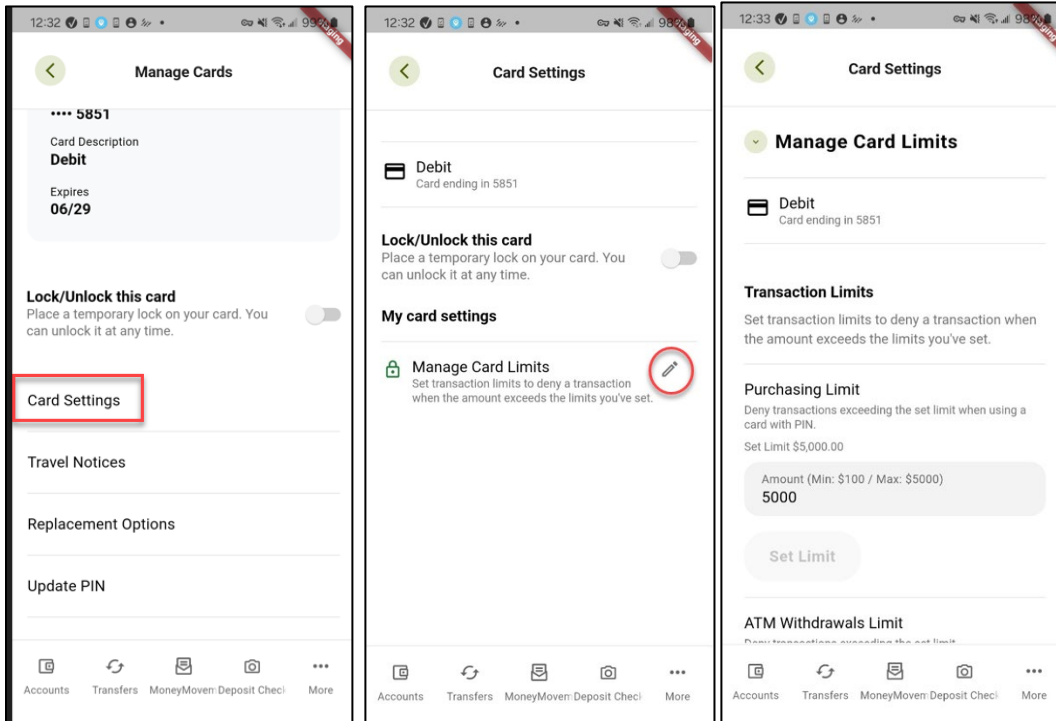
Card Settings: Manage Card Limits

You can lower and raise your card limits for Purchasing, ATM, and Authorization transactions to the set limit for that transaction type.

To do this, log into digital banking and follow these steps:

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Choose the card you want to change your limits on. If you have multiple cards you may need to swipe over to see them.
3. Under the card image, click on **Card Settings** and then select the pencil icon next to **Manage Card Limits**.

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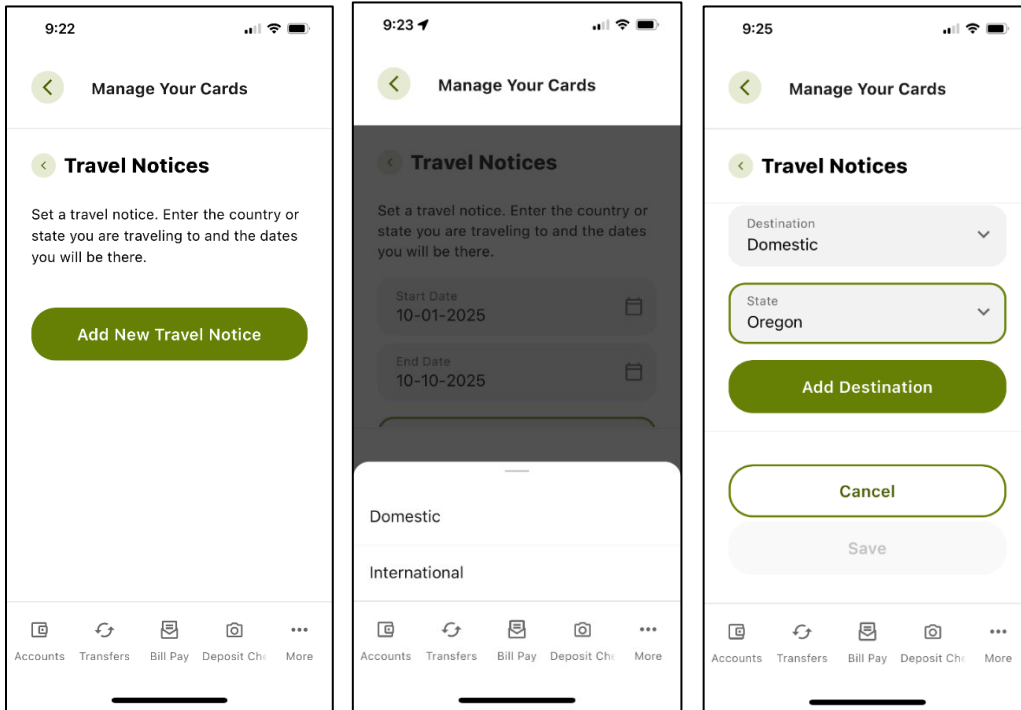
4. You can then input the limit you want to set for that card, anywhere between the minimum and maximum listed for the specific limit.
5. Click on **Set Limit** to save your changes.
6. To change these at any time just login and follow these steps listed above to update your card limits.

Travel Notices

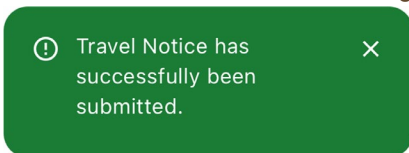
If you will be traveling, please keep us informed. You can place a travel notice on your card with us. To set up a travel notice, follow the steps below.

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Choose the card you want to add a travel notice. If you have multiple cards, you may need to swipe over to see them.
3. Under the card image click on **Travel Notices**.
4. Select **Add New Travel Notice**.

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5. Select a start date and an end date.
6. Under destination, select domestic or international.
 - a. If domestic, select the state you will be visiting.
 - b. If international, select the country.
7. Once all locations and dates are listed, Select **Add Destination**.
8. If you are visiting multiple locations, follow the steps above to add in each location.
9. To complete, select the **Save** button.
10. MFA will be required to add a travel notice. Choose how you would like to receive the code.
11. You should see a success message.



12. You can edit or delete the travel notice at any time.

Balance Transfer

This option will only be available for members with a Salal credit card. This will allow you to do a balance transfer on your card with us.

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Choose the card you want to use for your balance transfer.
3. Select **Balance Transfer**

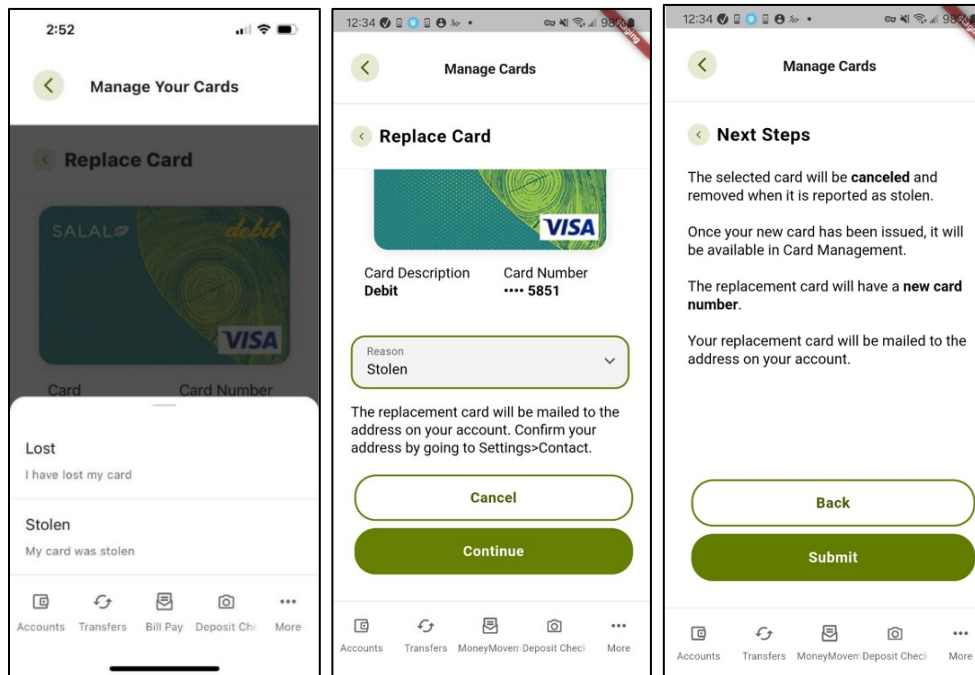
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4. Complete all the fields.
5. Input the transfer amount.
6. Agree to the disclosure.
7. You will be prompted for MFA to complete a balance transfer. Choose how you would like to receive your code.
8. Click on the **Submit** button to complete your balance transfer.

Replacement Options

If your card has been **Lost** or **Stolen**, you can select the reason and get a new card ordered by selecting **Replacement Options** in digital banking, which will close your card. Your new card will be ordered the next business day to come to the address we have on file for you. Follow these steps to mark your card lost or stolen.

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Choose the card you want to mark as lost or stolen. If you have multiple cards, you may need to swipe over to see them.
3. Under the card, select **Replacement Options** and choose either **Lost** or **Stolen**.
4. Select the **Continue** button.
5. Then select the **Submit** button to mark the card as lost or stolen.
6. A new card will be issued the next business day and mailed to the address we have on file for you. Your new card should arrive in approximately seven (7) to ten (10) business days.
7. Your new card will be displayed in Card Management. See the [Digital Card Display](#) to learn how you can start using your new card right away.



Update PIN

To choose a new PIN for your card, follow these steps:

1. Click on the card you would like to choose a new PIN for.
2. Scroll down and select the **Update PIN** button.
3. Input your new PIN, re-enter to confirm and put in your card expiration date MM/YY.
4. Click on the **Update PIN** button to confirm; MFA) code is required.
5. Choose how you would like to receive the code.
6. Your new PIN is now set.

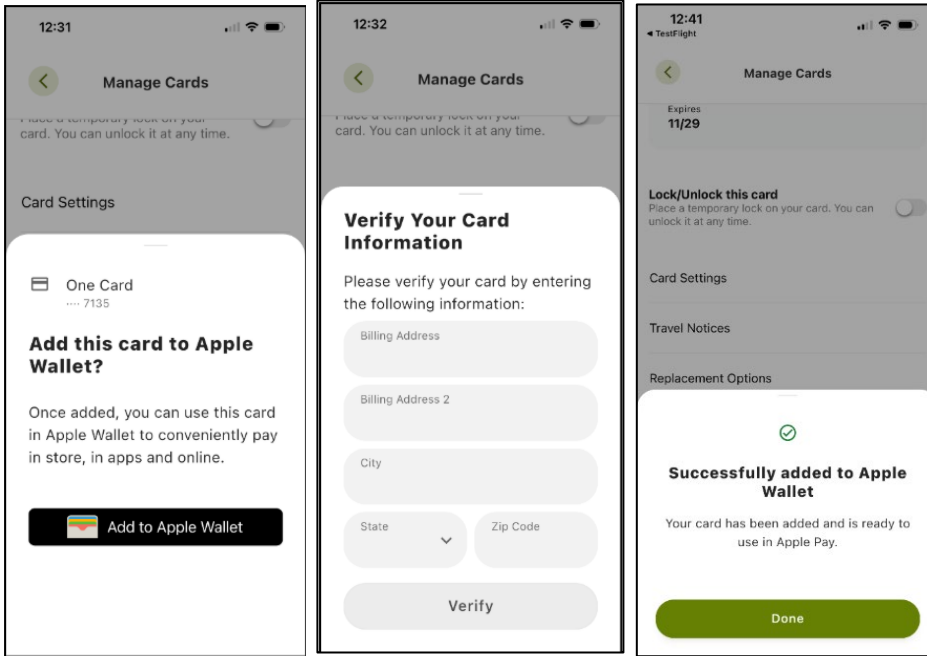
Add to Mobile Wallet

Any card not yet added to a mobile wallet will have a button below the card image in digital banking to **Add to Apple Pay** or **Add to Google Pay** depending on your mobile device.

Note: Samsung Pay can be used, but you will need to go directly to your wallet to add your card there.

1. From the mobile app, select the **More** button in the bottom navigation. Then expand the **Accounts** section and select **Card Management**.
2. Choose the card you want to add a mobile wallet to.
3. Scroll down and click on the **Add to Apple Pay** or **Add to Google Pay** depending on your mobile device.
4. Select the **Add to Wallet** button. You will then need to enter your billing address information and select the **Verify** button.
5. You will then see a message that you are about to connect with **Apple Wallet** or **Google Wallet** with Yes/No box. Select **Yes** to continue adding your card to the mobile wallet.
6. The Terms & Conditions disclosure will appear; select **Agree** to continue.
7. You will then be able to select to use as a default card or not; afterwards you should see a success message.
8. Select **Done**. Your Salal card should now be available to use from your mobile wallet.

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Need Help? Give Us a Call

If you have questions or need further assistance, feel free to call our Virtual Branch at **206.298.9394** or **800.562.5515**.