

Cardholder User Guide



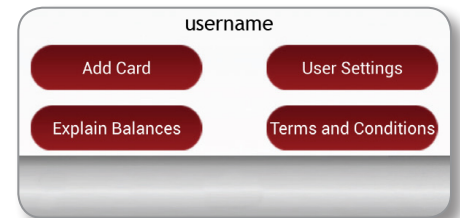
SHAZAM BOLT\$ is a fraud transaction alerting, balance monitoring and ATM locator application.

ENROLL

Download SHAZAM BOLT\$ free from the Apple App Store, Google Play or log in to <https://bolts.shazam.net>, choose **New Mobile Card User**, enter your full card number to determine if your card is eligible and follow the instructions.



Accept product terms and conditions, and proceed with the card verification process. Depending on the setup with your financial institution, you'll enter some additional card information including your phone number. You will be contacted via the phone number entered to input your PIN. When you are successfully verified and activated, create your username, password and user profile.



*Note: Passwords must contain at least one capital letter, one lowercase letter, one number, one special character (!, @, #, \$, %, &, or *) and be 5 to 32 characters in length. Cardholders are required to change their password every 90 days.*

Once you are logged in it's really easy to add an additional card, just tap the **Add Card** button and follow the same prompts for registration. Accept the terms and conditions and verify the card.

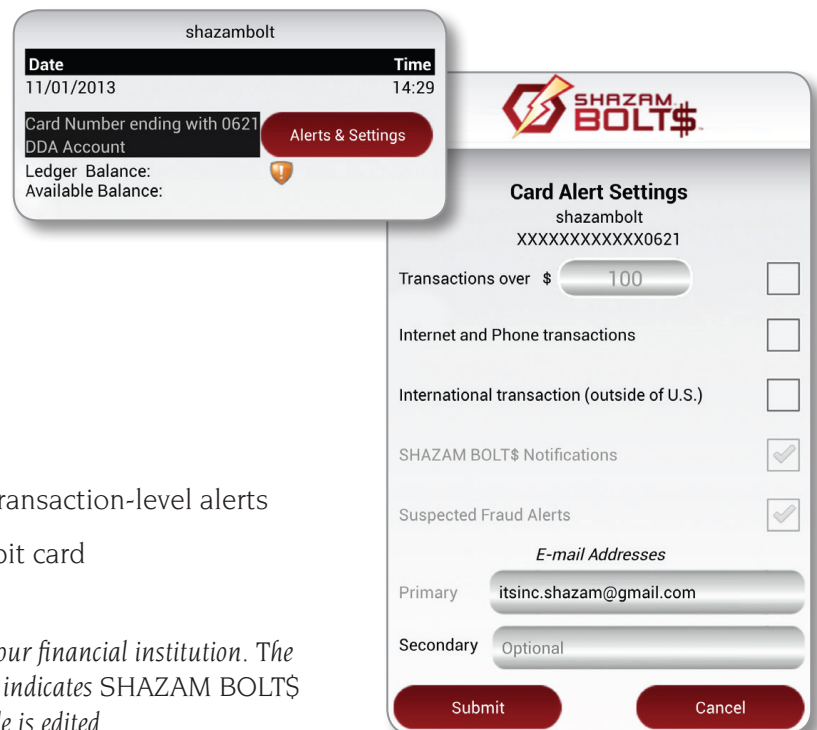
ACTIVATE ALERTS

Once logged in, you'll see your balances and the **Alerts & Settings**. Tap on the **Card Alert Settings** button.

In the Card Alert Settings tab, you may update the following settings:

- Transaction amount alerts (set amount threshold)
- Internet and phone transaction alerts
- International transaction alerts
- Enter a secondary email address to be used for transaction-level alerts
- Transaction Control - block and unblock your debit card (*more information in Transaction Control section*)

Note: The Suspected Fraud Alerts setting is configured by your financial institution. The SHAZAM BOLT\$ Notifications setting is not optional and indicates SHAZAM BOLT\$ will send email notifications to you whenever your user profile is edited.



CHANGE USER SETTINGS

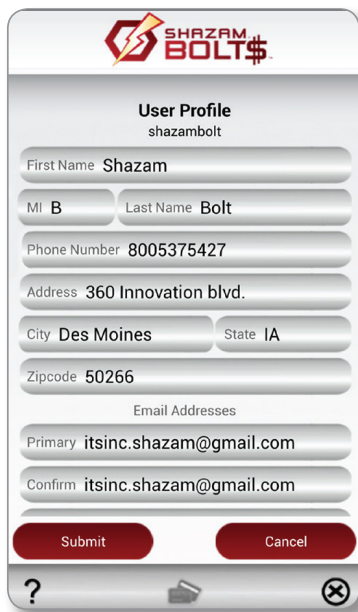
Access **User Settings** button from the SHAZAM BOLT\$ home screen to:

- Change your password
- Update your user profile

Change your password at any time by following these steps:

1. Tap **Current** and enter your current password
2. Tap **New** and enter a new password
3. Tap **Confirm** and re-enter the new password
4. Tap **Submit**

The **User Profile** button is located under the User Settings tab. Update your User Profile by tapping the field you wish to update, entering the new information and tapping **Submit**.



FORGOT YOUR PASSWORD?

From the main login screen, tap the **Forgot Password** button, enter your username and follow the steps provided.

ATM LOCATOR

To find the nearest ATM follow the steps below:

1. Tap **ATM Locator** from the main login screen
2. Tap **Search**
3. Tap the location of your choice or select the **List** icon and tap on a location

You'll then be provided with directions to the ATM you selected.

TRANSACTION CONTROL

Allows cardholders to block and unblock their debit card, halting fraud attempts more quickly. It's a fast and simple security feature that gives you peace of mind if your debit card goes missing. The Transaction Control feature adds another layer of protection and supports our ongoing efforts to help prevent fraud.

If your debit card is lost or stolen, you can immediately block your account within the app. If you misplace your card or leave it behind at a restaurant, you can pause your own account until the card is found, then turn it back on.

