

Questions and Answers about Shazam Bolt\$

What services does SHAZAM BOLT\$ provide?

SHAZAM BOLT\$ allows cardholders to perform balance inquiries using their mobile devices or PCs and to set and receive activity and fraud related alerts through email and the ability to “freeze” their card if the card is missing.

If I have a savings account tied to my debit card, will I be able to view that balance?

No, SHAZAM BOLT\$ only accesses primary demand deposit accounts.

Can a couple have the same access to their shared card?

Yes.

Can a cardholder have access to both a shared card and another card on which his or her partner is not a signer using the same username in SHAZAM BOLT\$?

Yes.

How many times can cardholders enter their password incorrectly before getting locked out of SHAZAM BOLT\$?

The user will be blocked from access until midnight after four failed log-in attempts.

How long can a user session be inactive before the application times out?

User sessions will time out after seven minutes of inactivity.

Is this secure? I thought we weren't ever supposed to give out our debit card numbers?

Shazam Bolt\$ is a product of Shazam, our debit card provider. We issue all of our cards through them. They are a trusted vendor and your information is safe and secure. The customer is starting the transaction by downloading the app and the customer is driving the process (unlike fraudulent cases where people are contacted by the fraudster). You must input your debit card information in order for the app functions to work.

Why am I not getting my activation email?

The activation email may be in your junk email. You'll need to go into your junk email and select them as a “trusted sender”.

Does this have anything to do with traveling? Do I still need to notify the bank when traveling?

Yes, it's always a good idea for customers to contact the bank to let them know when they will be gone. This app is meant to help customers monitor their accounts and give

them more control and it does not replace any Fraud Protection your Financial Institution has in place.

What happens when my card expires?

The first time you attempt to log in after your card expires you will be notified within the Shazam Bolt\$ application that the card does not match Shazam and you will at that time have the opportunity to change the expiration of that card.

What happens after I have blocked my card through Shazam Bolt\$ and I am never able to find that card.

If your card has been lost or stolen please call CUSB Bank so we can permanently block your card and issue you a new one. Please call us at 1-800-397-9964.

Will the bank be notified if I block my card?

Yes, CUSB Bank can tell if the cards they issued have been blocked.

If I change my address on Shazam Bolt\$ will my address be changed at the bank?

No. Please call us at 1-800-397-9964 to change your address on your accounts at the bank.

Does the SHAZAM BOLT\$ app work on an iPad? What about on an Android tablet?

SHAZAM BOLT\$ is not supported on the iPad at this time, but will be in the future. Android devices are supported.

How many devices can be authorized to view each card?

There is no limit.

Can you as a business customers with a business debit card use SHAZAM BOLT\$ with multiple employees accessing the same checking account?

Yes, SHAZAM BOLT\$ will allow a card to be registered to multiple users.

Can you register more than one debit card to your BOLT\$ App?

Yes.

What should I do if I receive a suspicious transaction alert?

Call SHAZAM Fraud Operations toll-free at (866) 508-2693 to review the suspicious activity with a fraud specialist.

What should I do if I receive a transaction limit alert?

This is an alert you established and is for your information. However, you should call SHAZAM Fraud Operations if you did not authorize the transaction.

What if I purchase a new mobile device and/or change service providers?

If you purchase a new mobile device and/or change service providers, you'll need to download SHAZAM BOLT\$ to your new mobile device from the iTunes App Store or Google Play and re-authenticate your card number, card expiration date, and PIN.

Who do I contact if my mobile device is lost or stolen?

Contact your mobile device provider for assistance.