



CFCU Cards App Q&A

Q: What is the CFCU Cards App?

A: The CFCU Cards app gives you the ability to manage your credit union debit and credit cards. You can now lock /unlock your card, make payments, setup alerts and controls, set up travel notices, and dispute charges all in the convenience of a single app.

Q: What do I need to enroll in CFCU Cards?

A: You need to have a Campbell Federal Credit Union account with a debit or credit card and set up your user profile by providing contact information.

Q: What if I forget my username?

A: Tap on “Forgot Username” and enter the email address associated with your profile. You will be prompted to answer a security question. After you verify your identity, we will send your username via email.

Q: What if I forget my password?

A: Tap on “Forgot Password” and enter your username and one of your card numbers. You will be prompted to answer a security question. After you verify your identity, we will send a temporary password via email.

Login with your username and temporary password; you will be prompted to choose a new password.

The temporary password that you receive is only valid for 1 hour. If you do not login within an hour, you will need to tap on “Forgot Password” again.

Q: Who do I call for help?

A: If you need assistance and you are on the login page, tap “Contact” at the bottom right to call our Visa Debit and MasterCard Department. If you are already logged into your account, tap the menu icon in the upper left, and then tap “Contact” at the bottom of the menu. This will automatically present our telephone number, (800) 257-5354.

Q: Can I put more than one credit card or debit card in the app?

A: YES! All your Campbell Federal Credit Union debit and credit cards can be placed into the application.



Q: What types of transactions show in the app?

A: Once you enroll your Campbell Federal Credit Union credit or debit cards into the app, you will see all of your transactions including pending transactions.

Q: Can I make credit card payments in the app?

A: Yes, you can make Credit Card Payments from your preferred Checking or Savings account using the “Make a Payment” option.

Q: How do I add a credit or debit card to the app?

A: When you login for the first time, use the “Enroll” feature to add your initial card. For additional cards, launch the app and scroll to the right until you see the “Add a Card” link.

Q: How many transactions can I view in the app?

A: The CFCU Cards app will display all debit card transactions within the past 31 days and all credit card transactions within the past 90 days.

Q: What is the difference between an alert and a control/restriction?

A: An alert is a text or email **notification** sent when a transaction takes place with a specific card. A control/restriction **limits the use of the card** based on the preferences or filters you defined.

For example: if you set your daily spending limits to \$100 once you reach that limit you will no longer be able to use your card unless you change the control setting.

Q: How do I lock/unlock my card?

A: You will notice a picture of an open padlock in green located on the bottom right corner of your card in the app. The green color indicates that the card is unlocked. Once you tap that lock, the padlock will close and turn red. This means your card is locked and cannot be used for transactions.

Q: Can I use my card when it is locked?

A: No. You will need to unlock your card to resume normal use.

Q: When my card is locked will my recurring payments still go through?

A: Typically, yes. If you have a recurring payment setup with your debit or credit card that means the merchant has permission to charge your account based on your relationship with them until such time that you have cancelled your subscription.



Q: I'm trying to report my card as lost or stolen and I'm getting a message "It looks like you are trying to update your address." Why can't I complete my lost/stolen report in this app?

A: You are getting this message because you reported that the address that we have on file is not correct. We do not want to process the report and then send your replacement card to the wrong address, so we need to update your address first. Please call the phone number provided inside the app.