



Card Companion Frequently Asked Questions

Q: Does Card Companion support ATM cards?

A: No. Card Companion currently supports debit cards and credit cards.

Q: What is included in Spent this month?

A: The total amount is calculated from the cumulative spending for a specific card and displays on the back of that card. At the end of the month, the total resets to zero (0). Deposits and refunds are deducted from the total.

Q: Which time zones are applied?

- Time stamps in mConsole are in Eastern Standard Time.
- Time stamps in the Card Companion app are in Pacific Standard Time.
- When setting the Do Not Disturb, cardholders can select the time zone.

Registration Questions

Q: Can multiple cards be linked to one registered Card Companion account?

A: Yes. Cardholders can register multiple cards from the same FI. Additional cards are added within Menu| Manage Portfolio| AddCard.

Q: How long can the cardholder's address be?

A: Card Companion accepts an address up to 50 characters. The address and ZIP code must match the primary or owner address located on the cardholder record.

Q: How many cards can be registered in the Card Companion app?

A: 15 cards.

Q: What type of information does the cardholder need to register a card?

A: Required information includes:

- Card number
- Address –
- ZIP code –
- Expiration date –
- CVV/CVC code Secondary authentication includes:
 - Security token sent in an email
 - Last 4 digits of the social security number

Q: When loading more than one card on a device, what type of information does the cardholder need to register each card?

A: The cardholder enters the same level of detail entered for the original card. This information includes the:

- Card number
- Address
- ZIP code
- Expiration date
- CVV/CVC code Secondary authentication includes:
 - Security token sent in an email
 - Last 4 digits of the social security number

Q: If a parent registers a card for a child, can the child change the controls on the card?

A: Only cardholders with access to the user name and password to the Card Companion app can modify the controls.

Q: Do cards require an update in Card Companion if they are reissued or replaced?

A: Depends. If the card number does not change, no. If the card number is new, yes. Add the new card number to the cardholder's profile. Unmanage the old card through the Card Companion app | Manage Portfolio. Uncheck all cards and accounts and tap OK.