CardValet Frequently Asked Questions

Card Registration FAQ's:

Q: What types of phones are supported by CardValet?

A: CardValet works with the most recent mobile operating software as well as two past generations of Android and iPhone devices.

Q: How do I enroll in CardValet?

A: Go to the app store applicable to your mobile operating system (i.e. iTunes or Google's Play store) and search for CardValet Banking App. Once you have located the CardValet app proceed with installing it on your mobile device.

Q: Once the app is installed how do I register my card?

A: Once you have the app installed on your mobile device, open the app and select "New User" You will begin the registration process by entering your card number. After you have entered the card number press "Next". You will then be asked to input the following information to complete your card registration process.

- Security Code (3 digit code found in the signature panel on the back of the card)
- Expiration Date
- Billing Address (must match the address Bank of Botetourt has on file for your account)
- Last 4 digits of the primary cardholder

Once this information has been entered and verified you will be asked to accept the Terms and Conditions for CardValet Terms of Use. Please press "accept" to continue. You will now create your account login information by entering your email address, selecting a username and creating a password. Please remember your user name and password as it will be required each time you wish to access the CardValet banking app.

Q: What are the CardValet password requirements?

A: CardValet passwords must be at least 8 characters in length and must contain at least 1 upper case character, 1 lower case character, 1 number and 1 special character.

Q: What accounts will appear on my CardValet app?

A: CardValet will display all accounts linked to the registered card(s). This includes the primary checking account that is debited when purchases are made using your Bank of Botetourt debit card, as well as any additional accounts that may be linked for access at ATM locations, such as an additional checking account(s) or savings account(s).

Q: Can I download the app on multiple devices and access the same card number?

 A: Yes, you can download the app on multiple devices and access the same card; however you must designate which device is primary. Controls are set at the card level, so the last change made to a control will be honored regardless of which phone was used to make the change. Alerts are set at the device level, so <u>only</u> primary devices will receive alerts that were set up. To re-set the primary device, go to Settings>Primary Device.

Q: How long does the app stay logged in if you do not log out?

 A: The app automatically logs the user off after 10 minutes of inactivity.

Q: How will names appear on the card within this app?

 A: Names are displayed as last name then first name. Example: DOE JOHN

Q: Does CardValet reflect the card status?

 A: Yes, the Card Details section displays the card status – Active, Inactive or Restricted.

Q: Can I unsubscribe from CardValet?

 A: Yes, there are multiple ways that you can unsubscribe from CardValet. You can unsubscribe through the CardValet application via Manage Portfolio. To unsubscribe, uncheck all cards and accounts and tap OK. You may also contact Bank of Botetourt by calling (844)361-2265. Once you unsubscribe all previously set alerts and controls are no longer in effect.

Q: What is included in *Spent on Card this month?*

 A: Spent on Card this month displays the total amount that is calculated as spending on all managed cards during the current month to date. The total amount displayed goes by calendar month and does not necessarily reflect what has been sent during the current statement cycle period for your account.

Q: When a card is lost, does the new card number need to be registered manually through the app? And how is the lost card removed?

 A: Yes, the new card number must be registered. The replacement card is added to your profile by going to Menu>Manage Portfolio>Add Card. The old card cannot be removed but rather you can un-manage the card via Manage Portfolio.

Q: On the Login screen, why is the message *Logon Failed. Please enter a valid username or password* displaying even though I am entering the correct password?

 A: Each time you enter an incorrect username or password during a logon attempt this message will display. On the third incorrect attempt the account is disabled, for security reasons this messages will continue to display even if you are now entering the correct username or password. To have your password reset please contact Bank of Botetourt Card Services by calling (844)361-2265.

Q: Can I register multiple cards within one CardValet app?

 A: Yes, cardholders can register multiple cards within a single CardValet app. Additional cards can be added within the Menu>Manage Portfolio>Add Card screen.

Q: When I receive a reissued or replacement card will I have to update this within the CardValet application?

> *A:* You will only need to update the card information within the CardValet application if the card number on the card you received is different than your previously held card.