CARDHOLDER USER GUIDE

SHAZAM BOLT$ is a fraud transaction alerting, balance monitoring and ATM locator application. Person-to-person (P2P) money transfers are also available for SHAZAM BOLT$ cardholders.

## ENROLL

Download SHAZAM BOLT$ for free from the Apple App Store, Google Play or log into bolts.shazam.net and enter your full card number to determine if your card is eligible.

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 as well as your PIN or Social Security number. Finally, 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. You're required to change your password every 90 days.

Once you're 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.
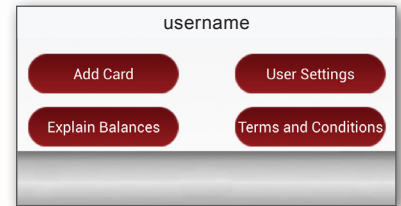
ACTIVATE ALERTS AND TRANSACTION BLOCKS

Once logged in, you'll see your balances. Tap on the Card Actions button. Tap on the Set Alerts and Blocks button.

In the Set Alerts and Blocks tab you can update alerts or blocks for:

- Transaction amounts (set amount threshold)
- Internet, phone and international transactions

And, you can enter a secondary email address for transaction-level alerts.

You can also activate text message alerts*:

1. Tap on an alert type
2. On the Alert Delivery Settings page move the mobile phone number slider button to the right
3. You'll receive a one-time passcode — enter to complete enrollment

*Text message alerts are only an option if your financial institution has subscribed to SMS alerting.
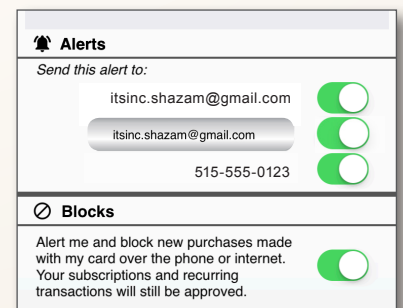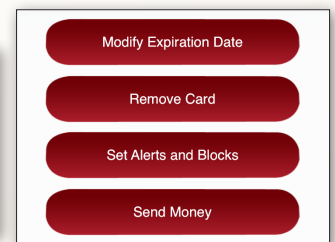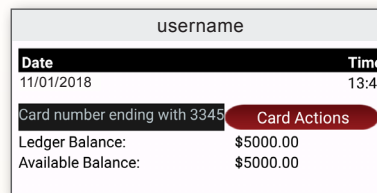
Note: The Suspected Fraud Alerts setting is configured by your financial institution. The SHAZAM BOLT$ Notifications setting is not optional and indicates SHAZAM BOLT$ will send email notifications to you whenever your user profile is edited.

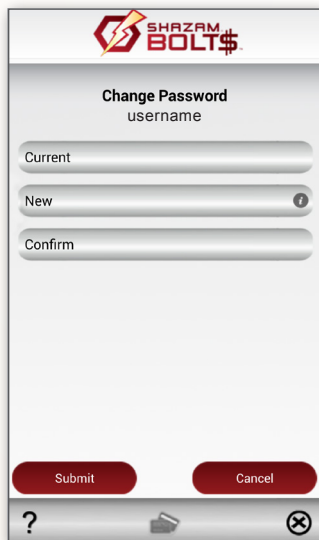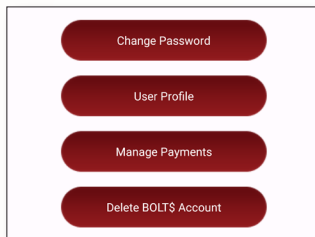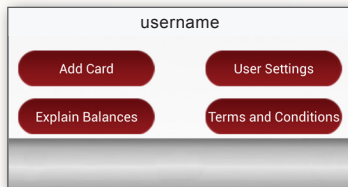# CARDHOLDER USER GUIDE

CHANGE USER SETTINGS

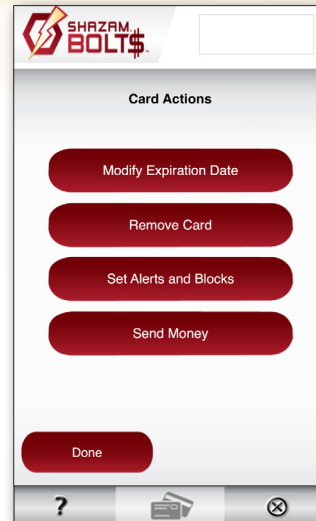Access User Settings button from the SHAZAM BOLT$ home screen to:

- 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.
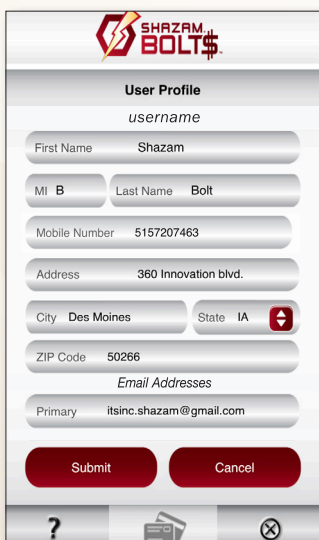
SEND MONEY

If your financial institution is enrolled in SHAZAM BOLT$ P2P, you can send money to other SHAZAM BOLT$ users by following these steps:

1. From the main login screen, select Card Actions and then select Send Money
2. Add a new recipient or select an existing recipient, tap Next
3. Enter the dollar amount, then tap Submit
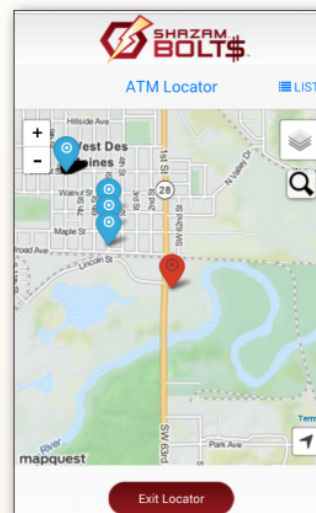4. Tap Submit on the Send Money Approval screen
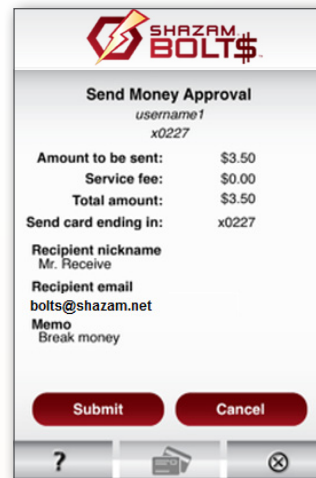
Both parties will receive an email confirmation of the P2P payment. If any part of the transaction fails, no service fee will be charged and all portions of the transaction will be reversed. The sender will be notified.

ATM LOCATOR

To find the nearest ATM follow these steps:

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

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

Questions? Contact your financial institution for more information.