

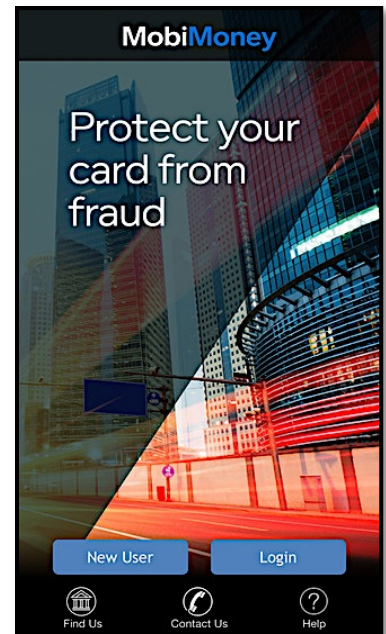


MobiMoney FAQ

Q: What is MobiMoney?

A: MobiMoney is a Card Controls Application.

- Card Controls – Card on/off, Location-based, Transaction-type, Merchant-type, Threshold based
- Card Alerting – Card Status, Location-based, Transaction-type, Merchant-type, Threshold based
- Mobile Banking Includes: Account Balance & Transaction History



Q: What devices are compatible with MobiMoney?

A: Any Android device using 4.0 or newer or any Apple device using iOS 6.0 or later will be supported.

Q: How do cardholders enroll?

A: To enroll simply download the application from the Google Play Store or Apple App Store and have the cardholder information ready to enter.

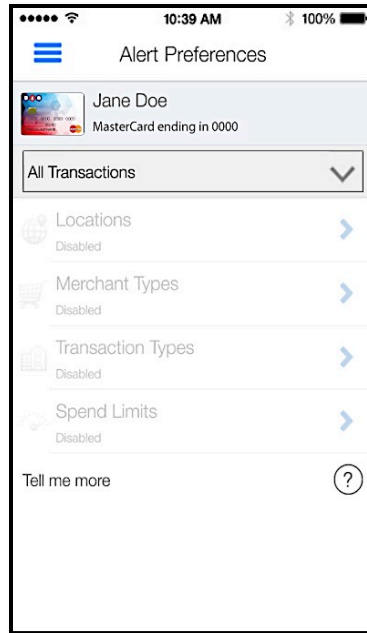
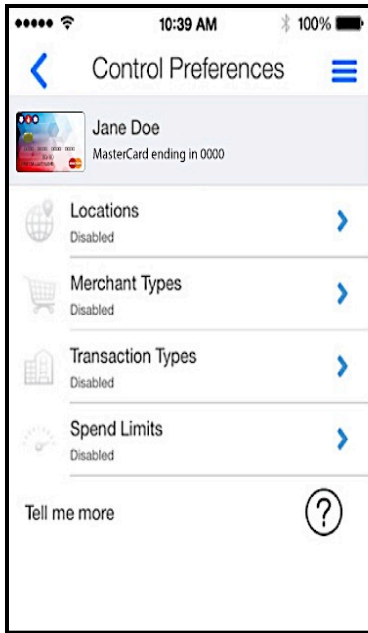


Q: When the cardholder signs up on the MobiMoney app, does it start immediately or is there an overnight process before it starts working?

A: The MobiMoney app starts immediately

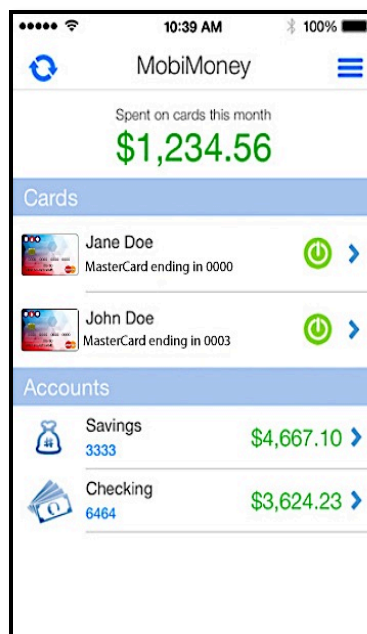
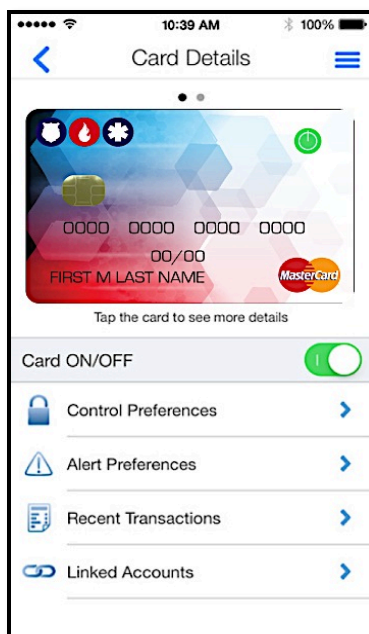
Q: How does the Cardholder set controls and alerts?

A: MobiMoney enables the cardholder to set controls and alerts to limit fraud. These are set, and can vary, for each card registered and can be changed under the “Control Preferences” and “Alert Preferences” tab.



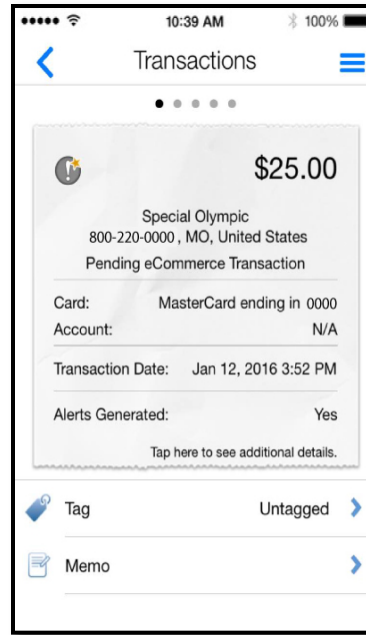
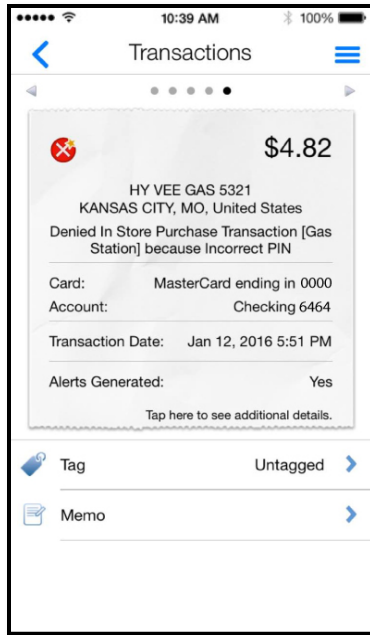
Q: What is the difference between Card On/Off and other transaction sub-controls?

A: Card On/Off allows the cardholder to quickly disable or enable the card as a whole. The sub-controls allow the cardholder to set controls based on transactions they don't often participate in.



Q: For recent transactions, how many can be displayed? How far back does it go?

A: The configuration shows the last 50 transactions or the last 3 months of transactions. (Note: The transaction history will start from the time the debit card is registered with MobiMoney, it will not show prior transactions.)



Q: Are balances shown in real-time?

A: The balances are obtained in real-time when the request is made.

Q: I received a push notification but don't know why.

A: Under the "Recent Transactions" tab find and tap the transaction you received the push notification. The "Transaction Details" screen will show the pertinent details of the transaction and by tapping on the dollar amount (top right) the screen will show what alert and controls settings would have triggered a notification.