



CARDHOLDER USER GUIDE

SHAZAM BOLT\$ is a fraud transaction alerting, balance monitoring and ATM locator application. And, you can use this app to block and unblock your card with our transaction control feature!

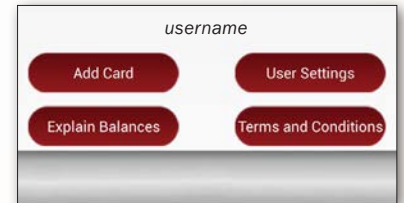
ENROLL

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.

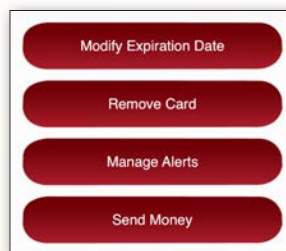
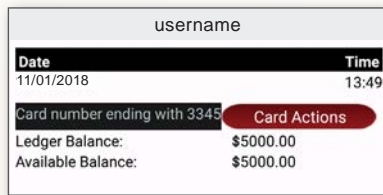
Note: Passwords must contain at least one capital letter, one lowercase letter, one number, one special character (!, @, #, \$, %, &, or *) and be 5 to 32 characters in length. You're required to change your password every 90 days.

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

Once logged in, you'll see your balances. Tap on the **Card Actions** button. Tap on the **Manage Alerts** button.



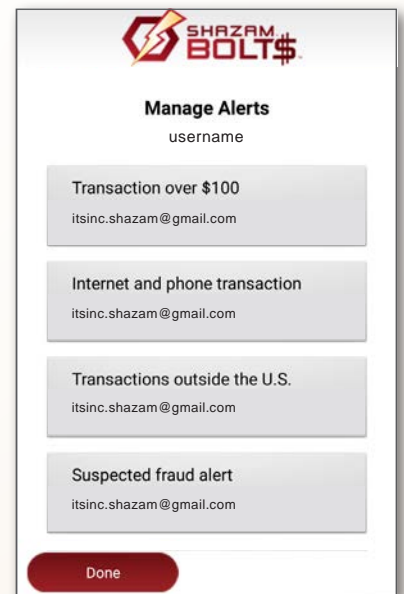
In the Manage Alerts tab, you may update the following settings:

- Transaction amount alerts (set amount threshold)
- Internet, phone and international transaction alerts
- Enter a secondary email address to be used for transaction-level alerts

You can also activate SMS 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.

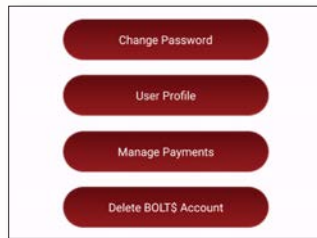
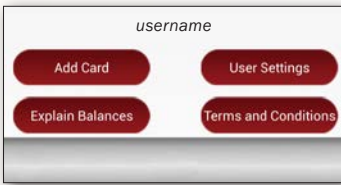


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CHANGE USER SETTINGS

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.

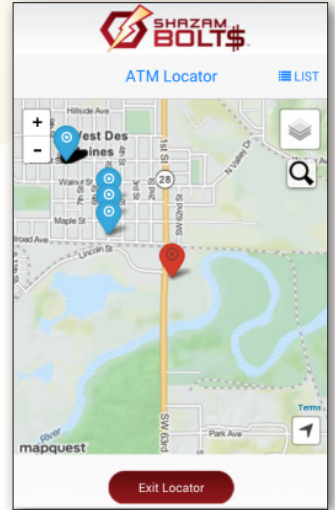


ATM LOCATOR

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.



TRANSACTION CONTROL

Temporarily block and unblock your card by tapping the **Transaction Control** button on the Card Actions screen.

To **temporarily block your card**, slide the white button to the right. Transaction control is on and your card is blocked when the button is green.

To **unblock your card**, slide the button to the left. Transaction control is off and your card is not blocked when the button is white.

Your financial institution can also block your card. If you see the prompt **Blocked by your financial institution**, please give them a call.

