



Customer FAQ-Card Management

What is Card Management?

Card management lets you control how, when, and where your FMB debit cards are used. You can instantly turn your card on or off with a single tap.

How do I register my card?

You don't need to register anything. Any FMB debit card issued in your name will automatically appear in the card management section of your FMB digital banking.

Where can I find Card Management?

Online Banking

- Sign in to your online banking account
- Select **Additional Services**
- Click **Card Management**

Mobile Banking App

- Log in to the app
- Tap **More**
- Select **Card Management**

A card isn't showing in Card Management. What should I do?

Please call **920-361-1454** and select **option 4**.



What types of cards can I manage?

You can manage any FMB debit card, including:

- Consumer debit cards
- Business debit cards (*managed only when viewed through the consumer digital banking platform*)
- HSA debit cards

How do I turn a card on or off?

Within card management, simply toggle the on/off switch for the card you want to control.

If my card is turned off, will payments still go through?

- **Recurring payments:** Yes, they will still process.
- **All other card-present or swipe transactions:** No, they will be declined.

What are Card Alerts?

Card alerts notify you—via push notification, text, or email—when certain activity occurs on your card.

Examples:

- You can set an alert for every in-store purchase.
- You can add a dollar threshold (e.g., alerts only for purchases of \$50 or more).

Important: Alerts do *not* approve or decline transactions; they only notify you.



What are Transaction Controls?

Transaction controls let you block certain types of spending. You can block activity at three levels:

Control Type	What is Does	Example
Global Controls	Apply limits to all transactions	Set a \$1,000 spending limit. After reaching \$1,000, all future transactions are declined.
Merchant Category Controls	Block specific merchant types	Toggle “Transportation” status ON to block purchases at gas stations.
Payment Category Controls	Block specific payment types	Toggle “In-Store” status ON with a \$500 limit so any in-store purchase over \$500 is declined.

Each category includes an “i” icon explaining what the control covers.

How do I change the name of my card?

Open the card’s overview page and tap the **pencil icon** to edit the card’s nickname.

What should I do if I’ve misplaced my card?

- Turn your card off immediately while you look for it.
- If you cannot find it, call **920-361-1454** and select option #4 to cancel the card and request a replacement.

Is Card Management available in Business Online Banking?

No. Card management is available only in the consumer digital banking platform.