

MOBILE ALERTS AND PIN CHECK PORTAL

Great news!! You are now able to set up and manage customized alerts for your Union College credit card as well as check your PIN online. This new feature can help increase visibility into account activity, strengthen security through proactive, pushed notification, and deliver account information in real time.

Help protect your Union College credit card from fraudulent activity using Alerts. Receive alerts by email, voice, and/or text to monitor your account at home or on the go.

Set up and manage your alerts in minutes!

GET STARTED

1. Log in and bookmark the new Global Card Access site for all corporate credit card self-service tools, including Online PIN Check and Alerts.
<https://cardportal.works.com/acctservices/>
 - If you previously registered your corporate credit card to check your PIN online, you can use the same User and Password.
 - If you are registering for the first time, follow the prompts and reference the Frequently Asked Questions, if needed. You will need your Verification Code (00+union ID #) during the one time registration process. If you are not sure what your Verification Code is, please contact The Card Program office.
2. Choose the Alerts tab, and then simply follow the steps under Settings
 - Identify the delivery method(s) for your alerts (phone call, email, text).
 - Select from the menu of available alerts, specifying dollar amounts or frequencies based on the alert.
 - Define communication windows in which you prefer to receive notifications.

KEY CONSIDERATIONS

1. You may register your own personal mobile number and/or your college-issued mobile device for alerts. Standard text and data rates may apply based on the contract with your mobile phone provider.
2. Setting up Suspicious Activity alerts with your College owned credit card is highly recommended. Corporate cardholders should register for the Suspicious Activity alert and add the program administrator (cardprogram@union.edu) as an additional contact.

The screenshot displays the Bank of America Global Card Access portal. At the top, there are tabs for 'Alerts' and 'PIN Check'. The 'Alerts' section features a smartphone icon with a warning sign and text explaining that alerts help protect against fraudulent activity and can be received via email, voice, or text. It includes a 'Manage Alerts' button. The 'PIN Check' section features a credit card icon with a PIN circle and text explaining that it provides improved security and global acceptance. It includes a 'Check Your PIN' button. A 'With Alerts you can' section lists benefits such as customizing alerts, preventing late fees, and ensuring fast secure response.

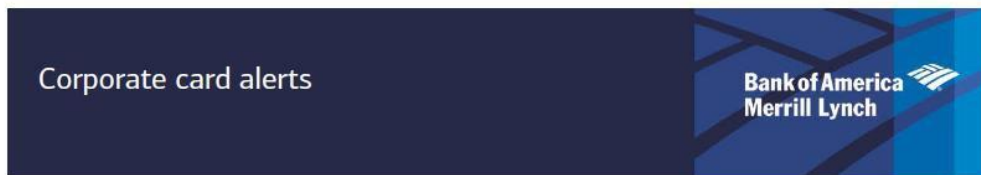
NEED HELP

The following documents are available within “HELP” on the Global Card Access website.

- Global Card Access User Guide (refer to the section on Alerts)
- Global Card Access FAQ
- Alerts Fact Sheet

If you have additional questions or concerns about Corporate Card Alerts, please contact The Card Program office at cardprogram@union.edu or Kathy Heisinger at X6973.

ALERTS FACT SHEET



Better insight from virtually anywhere.

Receive real time account activity notifications with phone call, email or text message alerts. Companies and cardholders can set up and manage alerts online through a user-friendly website. Alerts help you keep tabs on your corporate card account and help prevent fraudulent transactions.

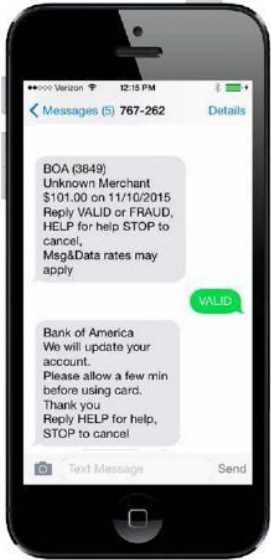
- **Select from a variety of alert types:** Choose from a menu of alert options, ranging from account balance detail to suspicious activity notifications.
- **Customize your alert criteria:** Establish how and when alerts are triggered through configurable thresholds, specific notification time windows and delivery method – including five different languages.
- **Designate contacts:** Define up to three distinct contacts to receive your customized alerts.

CARDHOLDER ALERTS

	Suspicious activity	<ul style="list-style-type: none"> • Proactive notification of activity outside your normal purchasing pattern
	Transaction activity	<ul style="list-style-type: none"> • Cash withdrawals • Transactions declined • Transactions exceeding specified dollar amounts • Transactions made via the phone or mail
	Account activity	<ul style="list-style-type: none"> • New card requested • Personal information updated • Payment due • Payment received
	Two-way alerts	<ul style="list-style-type: none"> • BAL • AVAIL • TRANS • STOP • HELP • MENU • BILL

COMPANY-LEVEL PROGRAM ADMINISTRATOR ALERTS

	Credit and account balance	<ul style="list-style-type: none"> • Credit available • % of credit limit • Specific balance amount
	Payments	<ul style="list-style-type: none"> • Payment amount • Missed payment • Payment due in X days



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