



To Report a Lost or Stolen Card

(800) 383-8000

SHAZAM Fraud Operations

(866) 508-2693

General Information

- 1. How do I access SHAZAM BOLT\$ from my device?** You can access SHAZAM BOLT\$ for FREE from your laptop or PC at <https://bolts.shazam.net>, OR on your iPhone, Android or tablet from the FREE  app within your App store. **ONE DEVICE ONLY!**
YOU MUST HAVE AN EMAIL ADDRESS FOR THIS SERVICE!
- 2. What can I do with SHAZAM BOLT\$?** With SHAZAM BOLT\$ you can:
 - View balance information for a primary account attached to a card (Ledger & Available Balances)
 - Receive transaction alerts (card not present or exceeds your specified amount)
 - Receive international transaction alerts
 - Receive suspected fraud alerts
- 3. What kind of balance information is available using SHAZAM BOLT\$?** You may receive one or more of the following balances for the primary account attached to your card, depending on services used by your financial institution.
 - Ledger Balance - Includes all activity posted to your account either by the end of the last business day or at the time of the balance inquiry, depending on services offered by your financial institution.
 - Available Balance - typically includes all activity in the Ledger Balance except for deposits not yet collected by your financial institution.
- 4. Is SHAZAM BOLT\$ secure?** SHAZAM BOLT\$ certifies a device's ability to fully encrypt and secure your information. You create a unique username and password when signing up to use SHAZAM BOLT\$. The application does not store your password, Social Security number, or account information on the device.
- 5. Can I add more than one card to SHAZAM BOLT\$?** SHAZAM BOLT\$ supports one or more cards. You can enroll all your debit cards issued by financial institution(s) participating in SHAZAM BOLT\$.
- 6. What should I do if I receive a suspected fraud alert?** Call SHAZAM Fraud Operations toll-free at (866) 508-2693 to review the suspicious activity with a fraud specialist.
- 7. What should I do if I receive a transaction limit alert?** This is an alert you established and is for your information. However, you should call CCSB if you did not authorize the transaction.
- 8. How do I remove SHAZAM BOLT\$ from my mobile device?** Refer to your device's product information to learn how to remove applications.
- 9. What if I purchase a new mobile device and/or change service providers?** If you purchase a new mobile device and/or change service providers, you'll need to download BOLT\$ to your new mobile device from the iTunes® App Store or Google Play and re-authenticate your card number, card expiration date, and Social Security number or PIN.
- 10. Who do I contact if my mobile device is lost or stolen?** Contact your mobile device provider for assistance.

11. **Who do I contact for assistance about using SHAZAM BOLT\$?** Contact CCSB for assistance.
12. **How do I add another card to SHAZAM BOLT\$?** From the Home screen, select Add Card.
13. **How do I update my card's expiration date?** From the SHAZAM BOLT\$ Home screen, the cardholder should select Expiration Date.
14. **How do I remove a card from SHAZAM BOLT\$?** From the Home screen, select Remove Card.
15. **How do I change my card alert settings?**

From the Home screen, select Card Alert Settings to:

- Change your transaction alert amount
 - Change your email address
 - Change Your Password or User Settings
16. **How do I change my password?** From the Home screen, select Change Password.
 17. **How do I change my user profile?** From the Home screen, select User Profile.
-
18. **If the customer says: "I tried to sign up and it didn't work".** Our authentication is YOUR CARD PIN number with immediate callback from Shazam. Did the customer receive the call back? Verify they entered their PIN correctly (PIN they use with their card). If they believe they have done all of these correctly and it didn't work they will have to wait after midnight to try again when the account will automatically unlock. We cannot change this!
You may also ask or make sure the card status is good –not hot or blocked for any reason.
 19. **If the customer says "I can't get signed in (or logged in)".**
On the log in screen there are buttons for "Forgot Password" and "Forgot Username" If they use either button they will receive an email with the correct information.
 20. **If the customer receives a "balance inquiry" error.** The card must be in good status—it cannot have a hot status or a block on it.

When using new password or new device: (this has to be done if you sign up on a phone and try to utilize Shazam Bolt\$ on your PC, laptop or tablet—each time you use a different device than you previously registered on, you must complete this process.

Screen Input:

Select Card |

Submit

Mark Expiration Month and Year

Enter phone number

Next : You will, almost immediately, receive an automated phone call to the phone number you entered and will be asked to enter your PIN and press # to complete the registration.