

## FAQs

### Envista Debit Control App



#### **Is there a Help feature built in?**

Yes! There is a Help function built in. It's located in the main menu.

#### **My alerts show Central Standard Time, but I'm in a different time zone. Can this be changed?**

Unfortunately, this cannot be changed. Regardless of your time zone location at the time of the transaction, the alerts will always display a Central Standard Time zone time.

#### **Can I increase my daily debit card limit using the My Mobile Money App?**

No. You cannot increase your daily debit card limit using the My Mobile Money App. You can manage Spend Limits in the Control Preferences section of the app.

#### **Why do some alerts show transaction amounts as Posted while some alerts show Pending amounts?**

If an alert shows an amount as Posted, that typically means the transaction was processed as a debit (PIN based) transaction. Usually, you will receive one alert for a Posted amount.

If an alert shows an amount as Pending, this typically means that the transaction was processed as a credit transaction. Some examples of Pending amounts are restaurants, gas pumps, and signature based transactions. Note: For alerts that are designated Pending, you will typically receive a second alert (indicating Posted) for the same amount once the transaction actually posts to your account. These alerts can often come days apart.

#### **I purchased \$12.00 worth of gas at the pump, but I received an alert for a \$50 Pending transaction. Why did this happen?**

Gas stations will often authorize a certain amount for fuel purchases before you can actually fuel your vehicle. The Pending alert typically shows the entire authorization amount, not necessarily the actual transaction amount. Typically, you will receive a second Posted alert once the correct transaction amount posts to your account.