

# Card Management



Gives your customers the ability to accomplish key card management tasks on their own instead of having to go through your customer service channels.

Financial institutions can reduce the costs associated with card fraud and call center inquiries by enabling customers to cancel a card permanently, report a lost or stolen card, and temporarily suspend a card in a self-service manner via web browsers, smartphones and tablets.

## Financial Institution Benefits

- **Cost Reduction** - When your customers have the ability to proactively prevent fraud losses it decreases your costs associated with card fraud.
- **Efficiency** - Enabling your customers to self-manage their cards will reduce the volume of calls for card related activities, leading your support staff to focus on other critical tasks.

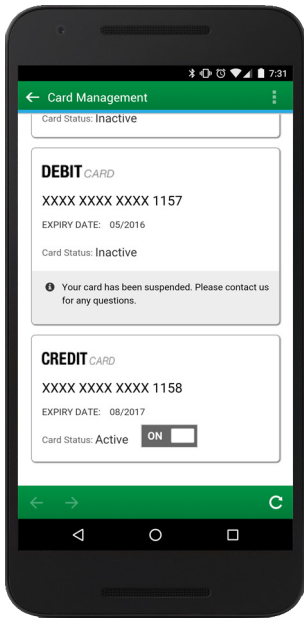
## End User Benefits

- **Security** - Customers can proactively suspend their cards as a precaution, wherever they are when they recognize potentially risky situations.
- **Ease of use** - Cards can be managed with just a few taps through their desktop or mobile device.

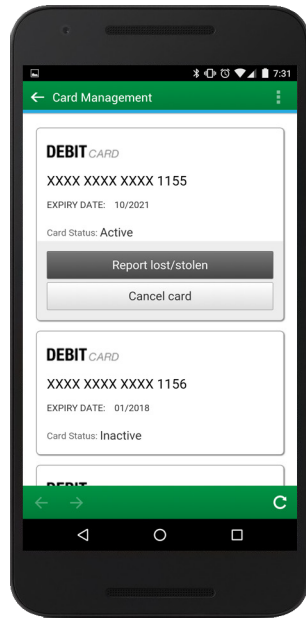
## Features

End users are able to easily manage tasks on their own.

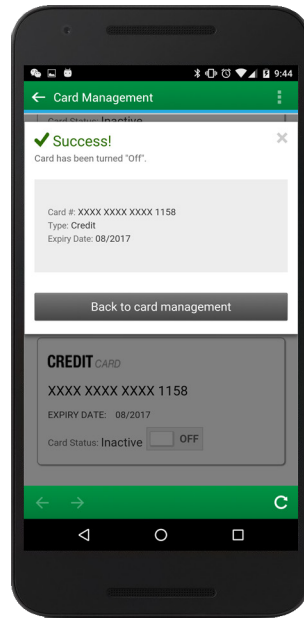
- Cancel a card permanently.
- Report a card lost or stolen and request a new card to be issued.
- Turn a card off temporarily and block all transactions until the user turns the card back “on.”



Turn cards on/off



Report lost/stolen cards



Success screen

## Availability

Card Management is available for customers whose hosts have been certified by Digital Insight to support this product offering. Note that not all hosts support all three features. For more information about Card Management, contact your relationship manager.

Banks and credit unions turn to Digital Insight for innovative online and mobile banking that drives growth. For nearly 20 years, our leading solutions have helped financial institutions engage more meaningfully and more profitably.