

# MobiMoney

## Information Sheet

### **What is MobiMoney?**

MobiMoney is a Card Controls Application offered by Family First. These controls include:

- Card Controls – Card on/off, Location-based, Transaction-type, Merchant-type, Threshold-based
- Card Alerting – Card Status, Location-based, Transaction-type, Merchant-type, Threshold-based
- Mobile Banking includes: Account Balance, Transaction History, Intra Bank Transfers for debit only

### **What devices are compatible with MobiMoney?**

Any Android device using 3.x OS or newer or any Apple devices using and Apple iOS 6.x or newer will be supported.

### **How do I enroll?**

To enroll, simply download the application from the Google Play Store or Apple App Store and have your cardholder information ready to enter.

### **Does MobiMoney start working immediately?**

Yes, the MobiMoney app starts upon successfully completing registration.

### **How do I manage control and alerts?**

MobiMoney enables you to set controls and alerts to limit fraud. These are set, and can vary, for each card registered and can be changed under the “Control Preferences” and “Alert Preferences” tab.

**What is the difference between Card On/Off and other transaction sub-controls?** Card On/Off allows the cardholder to quickly disable or enable the card as a whole. The sub-controls allow the cardholder to set controls based on transactions they don't often participate in.

### **How much of my account history will I be able to see?**

You will be able to see your last 50 transactions or your last 3 months of transactions.

### **Does MobiMoney start working immediately?**

The balances are obtained in real-time when the request is made.

### **If I have two cards registered can I transfer funds from Card 1 to Card 2?**

Only Intra-Card transfers are available in MobiMoney. If Card 1 has two linked accounts, funds can be transferred from Account 1 to Account 2 on Card 1. Not from Account 1 on Card 1 to Account 1 on Card 2.

### **I received a push notification but don't know why.**

Under the “Recent Transactions” tab, find and tap the transaction you received the push notification about. The “Transaction Details” screen will show the pertinent details of the transaction and by tapping on the dollar amount (top right) the screen will show what alert and controls settings would have triggered a notification.