

## **We're Sorry We Missed Your Call!**

Below is a compilation of the most frequently asked "After Hours" questions, along with their answers.

### **What do I do if my debit card is lost or stolen?**

After Hours: Contact Shazam as soon as you realize your card is missing. Shazam will "hot-card" your card immediately, stopping any further unauthorized transactions from being approved. **Shazam's Contact Number is 1-800-383-8000.** If you would like a new card issued, you will need to contact the bank during business hours, as this will not happen automatically when a card is "hot-carded". If you had fraudulent transactions charged to your account, you will also need to reach out to the bank during business hours to have those charges returned and refunded.

### **I received my new debit card in the mail, how do I activate it?**

In order to activate your new debit card, you will need to contact the bank during business hours. In addition to activating your card, we will also assign a PIN number.

### **How do I increase the daily spending limit on my debit card?**

By default, all debit cards have a \$500 daily spending limit. This limit is in place as a built in security feature of the card. If more than \$500 daily is going to be needed (large purchase, vacation, etc.) your limit can be increased temporarily by contacting the bank during business hours. To increase your limit permanently we will first need to obtain Loan Officer approval. If approved, you will need to enroll in Shazam Brella. Shazam Brella is a debit card transaction alerting, balance monitoring, and ATM locator application that can be downloaded from the Apple App Store or Google Play Store for free. Don't have a smart phone, no problem. Shazam Brella can be accessed from your home computer as well, simply visit <https://www.shazambrella.net> In addition to the "fraud fighting" features listed above, Shazam Brella now offers more functionality. Shazam Brella users now have the ability to temporarily block and unblock their own debit card 24/7, send money to anyone via the P2P feature, and create your own Travel Alerts to ensure your debit card works where you are.

### **I have forgotten my online banking password, how do I reset it?**

To reset your online banking password, click "forgot password" under the login on the Home page of the website. A temporary password will be sent to the email address on record with the bank. If you do not receive your password within 30 minutes, the email address on record may be invalid. Consider contacting the bank during business hours to verify the accuracy of your email address.

### **I am locked out of my online banking/mobile banking app, how do I unlock it?**

After 3 failed attempts at logging in to the online banking or mobile banking app you will be locked out. Contact the bank during business hours to have the account unlocked.

### **I need to know if a check has cleared. How can I find this out?**

All of your account information, including check images and statements, are available 24/7/365 through GTSB's Online Banking and Mobile Platforms. In addition to account information, you will also have the ability to initiate immediate funds transfers between accounts and pay bills (if enrolled in Bill Pay). To enroll, visit the Home Page at [www.gtsb.com](http://www.gtsb.com), and select "Enroll" under the Online Banking Banner.