



Card Nav App Frequently Asked Questions

Q. When registering my card in CardNav it asks for the last four of my Social Security number. Is this mine or my joint owner's number that is used?

A. This depends on how the account was set up. Please register the card using the primary member's social security number first. Proceed with the joint owner's social security number if primary's is not accepted.

Q. Should I also add my spouse's card to my CardNav app as well?

A. We recommend that each person downloads and registers their card to their own device. This allows for full control including location controls. If both cards are loaded onto one device and the "My Location" option is selected, the other cardholder may be declined.

Q. Should I add my child's card to my CardNav app?

A. If your child does not have a smartphone or does not intend on using the "My Location" control then adding this card will give the user the ability to still control where the card may be used or how much may be spent.

Q. Can I load my VISA credit card to the app as well?

A. Not currently, but we are working towards offering this ability in the future.

Q. I forgot my password, can you help me?

A. Resetting a forgotten password is quick and easy. Simply click the "Forgot Password" link from the login page and a new temporary security token will be sent over that allows you to set a new password.

Q. Where do we go if we have any questions, concerns, or feedback?

A. Just call the Member Contact Center at 800-815-6237 - Option 2. We are just a call away!