CardValet Customer Frequently Asked Questions

How do I get the Card Valet App?

Using your IPhone or Android smart phone, search the App Store for "CardValet", download it to your mobile device and follow the secure registration steps to get your card(s) registered.

Can I download the CardValet App on my IPad or tablet?

At this time CardValet is not designed for use on tablets.

Can CardValet be used with my Business Debit Card?

Yes. CardValet can be used with both personal and business debit cards.

What happens if I lose my card? Will I have to register my new card number?

Yes. If you lose a card that you have registered with CardValet you will need to "unmanage" that card number via the Manage Portfolio. You will also need to register the new card number in CardValet.

What are the password requirements for CardValet?

Passwords must be at least 8 characters in length and must contain at least 1 upper case character, 1 lower case character, 1 number and 1 special character (Ex: #, $, !).

Can I have multiple Astra Bank debit cards linked to one registered CardValet account?

Yes. Additional cards can be added within the Menu>Manage Portfolio>Add Card screen.

Can I register multiple cards from different financial institutions with CardValet?

Yes. You can register multiple cards from multiple financial institutions in CardValet. You will need to create a unique login account for each financial institution.

How many cards can I register within a single CardValet application?

There is no limit.

What happens if I lose my card? Will I have to register my new card number?

Yes. The new card number must be registered. The old card cannot be removed from CardValet, however, you can "unmanage" the card via Manage Portfolio.

Can I re-enroll in CardValet if I previously unsubscribed?

Yes. You must register as a new user and select a new user name.

What exactly is the range of the "My Location" controls, and will this control setting impact internet transactions?

"My Location" will check to ensure the merchant location is within a 5-mile radius of the device. These controls impact **card present transactions only**.

If "My Location" is set but my cell phone is turned off, will transactions get denied outside of the "My Location" area?

CardValet ignores location information that is more than 8 hours old. So, if your phone is off for more than 8 hours, "My Location" controls will not take effect, and the transaction will not be denied on the basis of the old location information.

What happens if "My Location" is set but I left my phone at home? Will transactions be denied outside of the "My Location" area?

CardValet performs a proximity check at the zip code or city level, so if the merchant is close to home the transactions will still go through. If they are outside of the zip code/city area, they will be declined.

Are the alerts sent as email or push notifications to the device?

Alerts are sent as push notifications. Alerts also display under Messages in the Card Valet app.

Does the app show recent transaction history?

Yes. It will show the last 50 card-based transactions posted within the last 30 days.

What type of transactions display in CardValet?

Only transactions that are performed with the card will appear.

What if I'm having issues registering and cannot get past the SSN?

If you are having issues, it might be because you are using dashes in your SSN. Try entering your SSN without dashes.

What if I'm having issues with entering my address?

Make sure that the address and zip code you are entering matches the address associated with your card.