



BOGB Card Control App Frequently Asked Questions (FAQ)

Q. What is the [BOGB Card Control](#) app?

A. The [BOGB Card Control](#) app is an app that you can download onto your mobile devices, to turn your [Bank of Glen Burnie](#) cards on or off, and control transactions on, and alerts for [Bank of Glen Burnie](#) personal banking debit cards.

Q. Why should I use the [BOGB Card Control](#) app? Why is it important?

A. Being able to control transactions on, and get alerts for, your [Bank of Glen Burnie](#) cards can help you protect yourself against fraud, and help you manage your family finances better.

Q. What kind of controls can I set, and what kind of alerts can I get for my [Bank of Glen Burnie](#) cards?

A. You can turn your cards on and off, in an instant, for any reason. You can block international charges and set controls and alerts for card transactions based on location, type, and amount.

Q. Where can I find/How can I get the [BOGB Card Control](#) app?

A. The [BOGB Card Control](#) app can be found in your favorite app store, for download at any time. Be sure to complete the process to link any cards that you wish to set controls and alerts for.

Q. Is there a charge for downloading the [BOGB Card Control](#) app?

A. No. Downloading the [BOGB Card Control](#) app from your favorite app store is free. Be sure to complete the process to link any cards that you wish to set controls and alerts for. Your card will not be charged for using the [BOGB Card Control](#) app. If you sign up for alerts, standard texting fees may apply. Please check your contract with your mobile service provider.

Q. Is it safe to download and link my [Bank of Glen Burnie](#) cards to the [BOGB Card Control](#) app?

A. Yes. The [BOGB Card Control](#) app is a legitimate app, offered by [Bank of Glen Burnie](#), in the app stores. The questions you answer to link your [Bank of Glen Burnie](#) cards is for card validation/verification purposes only, and the information will not be shared with anybody else.

Q. I downloaded the [BOGB Card Control](#) app onto my mobile device; Now how do I use it?

A. In order to control your cards with the [BOGB Card Control](#) app, you need to tell us which cards that you wish to control. Be sure to complete the process to link any cards that you wish to set controls and alerts for. We recommend setting up at least one control and one alert to ensure desired functionality. The [BOGB Card Control](#) app contains a “Help” feature within the app and customers may also view our [BOGB Card Control](#) video tutorial within our Online Education Center (OEC) found on our website.

Q. What type of information do I need to have on hand in order to register a card?

A. Required information includes card number, address, ZIP code, expiration date, and CVV/CVC code. Secondary authentication includes security token sent in an email and last 4 digits of the social security number.

Q. How many [Bank of Glen Burnie](#) cards can I link to the [BOGB Card Control](#) app at one time?

A. You can link all of your eligible [Bank of Glen Burnie](#) primary cards, and even all the cards of your authorized users to the [BOGB Card Control](#) app, to turn each card on or off, set controls, and get alerts for each card independently of one another.

Q. How does Single Sign On (SSO) functionality work?

A. You will see an option that says “My cards” or your “[BOGB Card Control](#)” inside the mobile banking app. This option will be on the main screen that shows the list of accounts within the Personal Mobile Banking app. Once you click on the link, the [BOGB Card Control](#) app will open and allow you to set controls and alerts. You will not have to reenter any credentials.

Q. Can I use [BOGB Card Control](#) if I do not use The Bank of Glen Burnie’s Personal Mobile Banking App?

A. Yes. You can still use the [BOGB Card Control](#) app even if you don’t use our Personal Mobile Banking app as long as you have enrolled in Personal Online Banking. First, download the [BOGB Card Control](#) from the appropriate app store for your device. Once downloaded, you will log in directly to [BOGB Card Control](#) using your personal online banking username and password. If a customer does not have online banking at all, the customer does have the option to use a generic un-branded standalone version of the app called [CardValet](#) that can also be found in the app stores. To use the [CardValet](#) standalone app, the customer needs to download the [CardValet](#) app directly from the app store and register a username and password.

Q. I see that a newer version of the [BOGB Card Control](#) app is available in my app store; Can I update it?

A. Absolutely! We continue to make enhancements to improve functionality and your overall user experience. If you have “auto updates” turned on, any version of the [BOGB Card Control](#) app on your mobile device will automatically update with any newer version when it is released. If not, feel free to manually download any newer version of the [BOGB Card Control](#) app at any time.

Q. How long does it take for a control or alert setting to take effect?

A. Immediately. Control settings take effect as soon as the Updating Information message in the app disappears.

Q. I got an alert for a control that I set using the [BOGB Card Control](#) app; Now what?

A. If you ever get an alert for a transaction that you did not make or authorize, contact [The Bank of Glen Burnie](#) right away.

Q. Does the app show recent transaction history?

A. Yes. The app shows the last 50 card-based transactions pending or posted within the last 30 days.

Q. Do cards require an update in the app if they are reissued or replaced?

A. It depends. If the card number does not change, no update is required. If a new card number is issued, an update is required, and the new card will need to be added and the old card removed.

Q. What if I have any troubleshooting questions while using the [BOGB Card Control](#) app?

A. Contact [The Bank of Glen Burnie](#) with any questions you may have.