

Am I able to use both MyCardInfo and CardWise if I have registered for both?

As both platforms remain available, you will continue to have access to both, however it is recommended that CardWise be used as your primary platform to fully experience its features.

Why did I receive an e-Statement notification email for CardWise when I haven't yet registered for the platform?

As the platform becomes available to cardholders from your credit union, you'll begin receiving email notifications inviting you to view your credit card statements on CardWise in addition to your current MyCardInfo notification.

These emails will come from donotreply@coop.org and look slightly different from your MyCardInfo emails at first. Rest assured that they are accurate, timely and are in development for future enhancements.

I have registered for CardWise, why do my previous account statements not appear?

CardWise will begin showing your account statements beginning the first statement cycle following registration. Past statements will remain on MyCardInfo for a period of time, but for ease, we encourage you to download your previous statements.

I have enrolled in e-Statement notifications through MyCardInfo, will this enrollment carry over to CardWise?

Yes. Your e-Statement preferences selected in MyCardInfo will be transferred to CardWise. Once CardWise becomes available for your credit union, you will begin to receive email notifications to inform of your monthly statement availability on both MyCardInfo and CardWise. As it meets your needs, you are encouraged to begin accessing your monthly statements on the CardWise platform. Once you have registered for CardWise, you will no longer receive the email notification from MyCardInfo.

Once registered, you may update your statement delivery preference within the CardWise Mobile app or through the online platform.

Why does my CardWise statement look slightly different from my e-Statements in MyCardInfo/paper statements?

As we continue to improve the innovative features and functionality of CardWise, your CardWise statements may look slightly different from your e-Statements in MyCardInfo/paper statements. Rest assured that they are accurate, timely and are in development for future enhancements.

I have set up Auto-Pay for one or more of my credit cards through MyCardInfo, will this carry over to CardWise?

Any Auto-Pay and payment account set ups on your MyCardInfo account will be transferred to CardWise once you have completed registration.

Can I use either the online or mobile experience, or do I have to register for both?

Registration and features between the online and mobile experiences are like-to-like. You can login into either experience to view the functions and features of CardWise.

I hold credit cards from two different institutions that are on the CardWise platform. Am I able to add cards from multiple institutions to the same CardWise login?

No. For security and authentication purposes, multiple cards added to a single CardWise login must be part of the same financial institution. If you have a credit card account with another institution who is also on CardWise, you must create a **unique application login** for each credit card account using a **unique email address** for each account.

I also hold a business credit card, am I able to register for CardWise?

You may register both your Personal and Business credit cards for CardWise provided they are issued by the same credit union or financial institution.

The initial launch of CardWise online and mobile are designed to support cardholders who use their card for day-to-day personal needs such as transaction monitoring,



customization of controls and alerts, keeping a close eye on their spending habits and trends, and more.

The more complex administrative needs of some Business cardholders, such as Consolidated Pay accounts, that require control account payments and sub-account monitoring, are best being continued on MyCardInfo.

For more information on the digital account management functions available for your needs, visit:

- Personal cardholders: www.collabriacreditcards.ca/MyAccount
- Business cardholders: www.collabriacreditcards.ca/MyBusAccount

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