



# Digital Issuance: FAQ

## **Q: What is Digital Issuance?**

A: Digital Issuance allows cardholders to begin utilizing their ALEC Visa Credit Card within their digital wallets when their existing card is reported lost or stolen. There will be no need to wait for their physical card to arrive in the mail.

## **Q: Is this feature available on both debit and credit cards?**

A: The digital issuance feature is only available for ALEC Visa Credit Cards.

## **Q: Are there any necessary steps to be eligible for Digital Issuance?**

A: Yes. To be eligible to use this functionality, you must download and sign up for the ALEC Credit Card Valet app. In the event your current card is reported lost or stolen, the digitally issued card can only be added to your digital wallet within this app. Be sure to download and register for the ALEC Credit Card Valet app today!

## **Q: If I report my card lost or stolen within the app, how soon can it be added to the digital wallet?**

A: The “Add to Wallet” button will be available within the Credit Card Valet app within 10 minutes.

## **Q: I can see the “Add to Wallet” button for some cards but not others. Why is that?**

A: The app will perform a check to identify which cards are eligible for adding. If the button does not appear, it could be because that card is already added to your wallet, or it may not be eligible.

## **Q: Will I receive a notification after adding my card to the wallet?**

A: Yes. If you add a card through the ALEC Credit Card Valet app, you will receive a real time email confirmation of the event.

## **Q: I added my card to the wallet but it's not working when I attempt to make a transaction.**

A: Make sure you have completed the verification process within the wallet itself. Just adding it to the wallet is not enough to fully complete the process.

## **Q: What Digital Wallets currently work with this feature?**

A: Apple Pay®, Google Pay® and Samsung Pay®.

**Q: Do I still need to activate the physical card once I use Digital Issuance in the wallets?**

A: Yes. The physical card still needs to be activated before it can be used in stores, even though it can be used for transactions with the wallets.

**Q: Do I need to update my digital wallet once the physical card is activated?**

A: No additional action is necessary within the digital wallet once your physical card is received and activated.