

CAMPUS Card Control FAQs

Q: I am having trouble using/accessing the CAMPUS Card Control App, who can help?

A: Please call (877) 832-9420 and someone will assist you.

Q: If I make changes to my Credit Card (lock/unlock, travel notifications, etc) will this affect just my card, or the joint cards on the account as well?

A: Any changes made to the Credit Card will affect all joint/authorized user cards on the account. However, any Debit Card changes will be specific to the card, and will not affect other cards on the account.

Q: I lost my CAMPUS Debit Card and have blocked in it the CAMPUS Card Control App. How do I get a new Debit Card?

A: You can call 800.367.6440 and press 5, send a secure message in CAMPUS Online and Mobile Banking, or visit any CAMPUS Service Center to get a new card. If you visit a Service Center you will be issued a card that you can begin using immediately. If you need a card mailed to you it could take 7-10 business days for you to receive your new card.

Q: I lost my CAMPUS Credit Card and have blocked it in the CAMPUS Card Control App. How do I get a new Credit Card?

A: By completing the Lost or Stolen form in the CAMPUS Card Control App the process of cancelling your Lost/Stolen Card and issuing a new CAMPUS Credit Card has been initiated. You should receive your new card in the mail in 7-10 business days.

Q: What cards can I control using the CAMPUS Card Control App?

A: Any CAMPUS Credit or Debit Card can be managed in CAMPUS Card Control. ATM Cards cannot be controlled in the CAMPUS Card Control App.

Q: Will any transaction come through while my card is locked?

A: Any card payment (via ACH, check, or transfers) or refunds to the card will still come through while the card is locked.

Q: Is my card still monitored for fraud when locked?

A: Your account is electronically monitored for unusual activity to protect you from debit and credit card fraud even while locked.

Q: I have automatic payments set up using my card. What will happen to those while the card is locked?

A: All recurring automatic payments you have set up will be blocked, along with new purchases and ATM withdrawals. If a payment is blocked while your card is locked, you may need to reinstate automatic payments with the company.