



Frequently Asked Questions

What if I am having trouble during registration?

Please contact one of our convenient branches through the **Contact Us** section of our website at www.Touchstone.Bank and one of our staff will assist you in getting set up.

Once I register my cards how do I begin managing and monitoring my payment activity?

You can begin using the service immediately. By turning the card off, the little green button in the top right corner of the card image will turn to red. This means that all transactions (except for reoccurring) will be declined. When ready to make a purchase simply turn the card bank on. It is that easy. Now you have the ultimate control to combat fraud.

What if I need help with the app?

There is a **"Help"** function within the app as well as a **"Contact Us"** category where you can send an e-mail to Touchstone Bank.

How many cards can I register?

Unlimited. The debit card(s) must be issued from Touchstone Bank.

What kind of mobile devices are supported?

Android – version 4.1 or later and Apple (iOS) – device model 4S, 5, 5C, 5S, 6, or 6 Plus with iOS operating system version 6, 7, or 8 and all future devices/releases going forward.

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You can begin using the service immediately. By turning the card off, the little green button in the top right corner of the card image will turn to red. This means that all transactions (except for reoccurring) will be declined. When ready to make a purchase, simply turn the card bank on by swiping the green button. The image at the top of the card will turn back to green. It is that easy. Now you have the ultimate control to combat fraud.

Would a credit, deposit, or payment ever be denied?

No.