

Safe travels with

# Wisely™ Fraud Protection

Set your personal travel notifications on myWisely™

**46%** of Americans were victims of fraud over a 5 year period.<sup>1</sup>

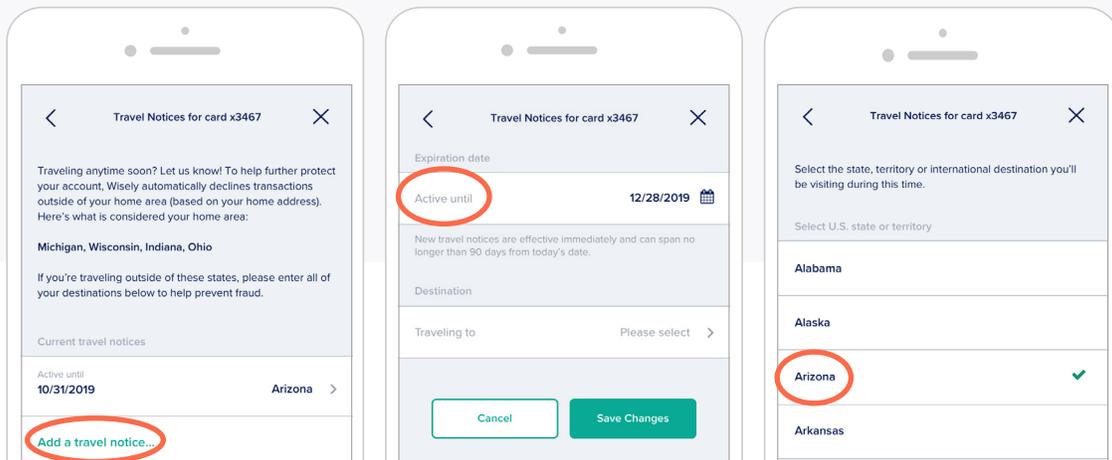
We've added additional security to help protect you against fraud.

Your Wisely™ Pay card automatically works in your home state and any bordering state.

Using the myWisely app, you can specify additional destinations and dates you'll be traveling to help ensure uninterrupted use of your card.<sup>2</sup>

Whether you're on the road for business or pleasure be sure to set your personal travel notices - it's easy!

Go to **Account Settings / Card Settings / Travel Notices** on your myWisely app.<sup>2</sup>



**1.** Click on Add a travel notice

**2.** Choose the date your travel notice will expire

**3.** Select your destination

You can also instantly lock or unlock your card to help prevent unauthorized use.

To log in: visit [myWisely.com](http://myWisely.com)

Don't have the myWisely app? Download it today.<sup>2</sup>



wisely™

<sup>1</sup>Based on an independent July 2016 study by Aite Group, published by ACI<sup>SM</sup> Universal Payments.

<sup>2</sup>Standard text message fees and data rates may apply

The Wisely Pay card is issued by Fifth Third Bank N.A., Member FDIC, pursuant to a license from Mastercard International or Visa U.S.A. Inc. ADP is a registered ISO of Fifth Third Bank N.A. The Wisely prepaid Visa card can be used everywhere Debit VISA is accepted. The Wisely prepaid Mastercard can be used everywhere Debit Mastercard is accepted. Visa and the Visa logo are registered trademarks of Visa International Service Association. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Apple and the Apple logo are registered trademarks of Apple Inc. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC. ADP and the ADP logo are registered trademarks of ADP, LLC. Wisely, myWisely, and the Wisely logo are trademarks of ADP, LLC. Copyright© 2019 ADP, LLC. All rights reserved.

# Travel Notices FAQ

To help protect you against fraud, we've added travel notices for enhanced security. Your Wisely™ Pay card will work in your home state and any bordering state upon activation. However, if you travel beyond your area, log into the myWisely™ app or myWisely.com, go to card settings, and add a travel notice in order to avoid declines on your card because you attempt to use it outside of your area.

**Q: What is a travel notice?**

**A:** A travel notice allows you to use your Wisely Pay card while traveling outside of your home state and bordering state(s). Additional verification is required to select an international location and use your card outside of the U.S.A.

**Q: How can I set a travel notice?**

**A:** Log into the myWisely app or myWisely.com. Select account settings / card settings/ travel notices. You may also call cardholder services at (866) 313-6901.

**Q: What happens if I forget to set a travel notice?**

**A:** Your card may be declined if you travel outside of your home state and bordering state(s).

**Q: How long will it take me to set a travel notice?**

**A:** It takes only seconds to select a travel notice and help protect yourself against fraud.

**Q: What should I do if my card declines when traveling?**

**A:** Login to the myWisely app or myWisely.com to set up a travel notice. You may also call cardholder services at (866) 313-6901.

**Q: How long does it take for a travel notice to take effect?**

**A:** A travel notice becomes effective immediately upon saving changes.

**Q: How do travel notices protect me from fraud?**

**A:** It reduces the opportunity for out of state and international fraud, providing you more protection. Additional verification is required to use your card internationally.

**Q: Is a fee charged if my card declines?**

**A:** There is not a fee charged if your card is declined when attempting to make a purchase outside of your area.

**Q: What do I do if I misplace or lose my card while traveling?**

**A:** You can instantly lock your card on the myWisely app so it cannot be used. If you find your card, you can instantly unlock it and resume using it. If you cannot find your card, please contact cardholder services at (866) 313-6901 and order a replacement card.

**Q: Why would I want to lock or unlock my card?**

**A:** Your card cannot be used while it is locked, adding an additional level of security. You can lock or unlock your card by logging into the myWisely app or visiting myWisely.com.