

MobiMoney

Financial Control,
At Your Fingertips



**OLD
POINT**
NATIONAL BANK





MobiMoney

EMPOWERMENT

Customize your cards according to your spending habits and personal preferences

CONVENIENCE

Control and monitor card activity anytime, anywhere

PEACE OF MIND

Facilitate fraud discovery and decrease resolution time

EASE OF USE

Straightforward navigation

CONFIDENCE

Monitor account balances and transaction history as well as setup instant alerts and transaction customizations to catch fraud instantly





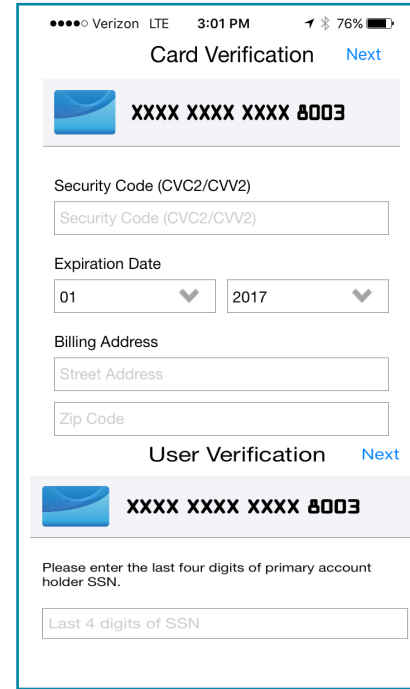
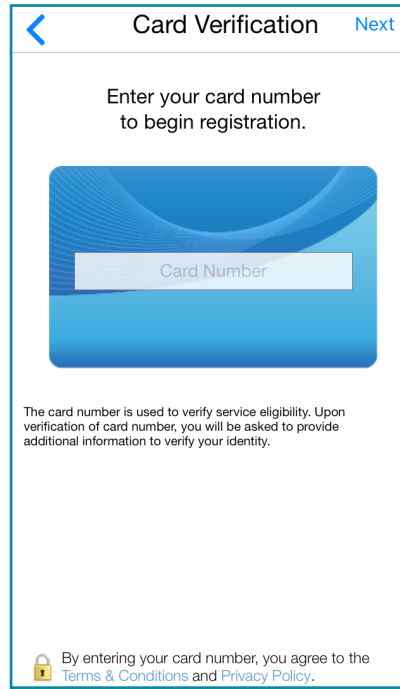
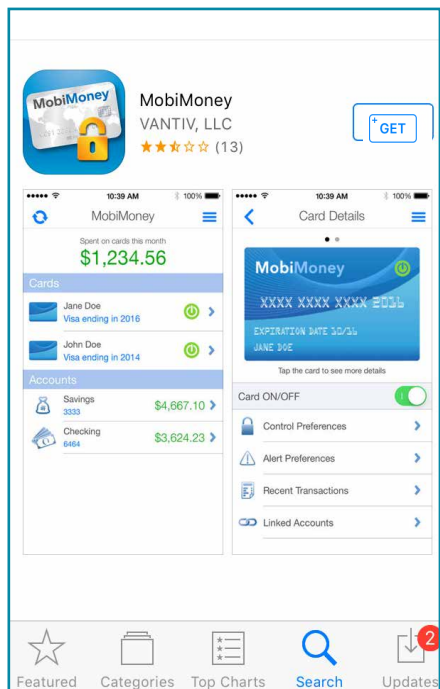
Getting Started

Download

- Open the Apple App Store or Google Play Store
- Search for “MobiMoney”
- Tap Download/Install/Get
- MobiMoney is compatible with Android devices using 3x OS or newer or Apple devices using Apple iOS 6.x or newer.

Registration

- Once download is complete, open MobiMoney App
- Tap “New User” to begin registration
- Enter 16 digit Old Point debit card number
- Enter card and user verification details
- Accept Terms & Conditions & Privacy Policy
- Create username & password





MobiMoney FAQ

What is MobiMoney?

MobiMoney is a free mobile app that allows customers a convenient and easy way to manage their Old Point debit cards.

Features of MobiMoney include:

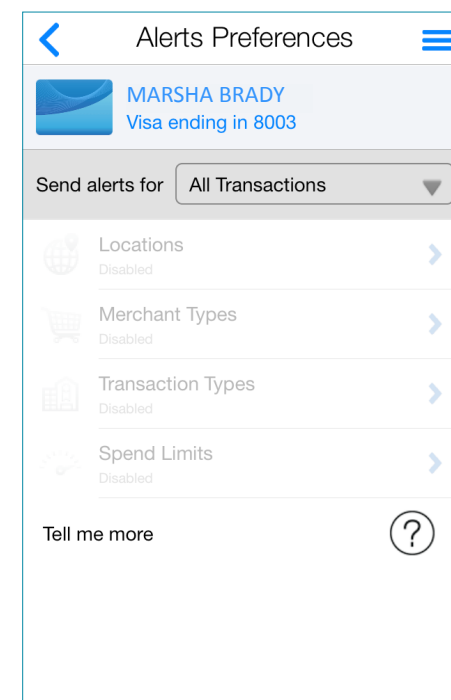
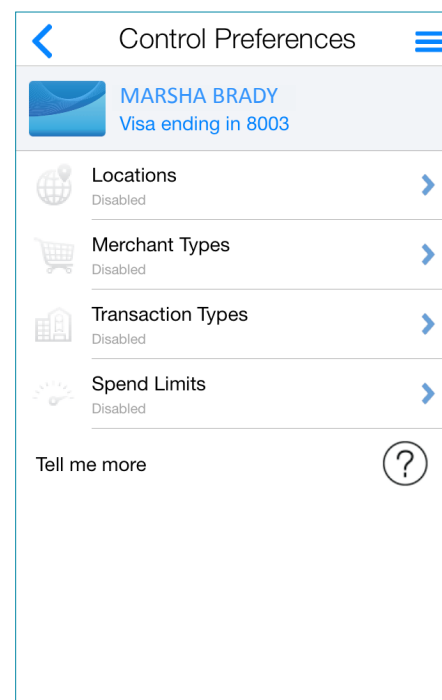
- Card controls that enable you to turn cards on or off
- Ability to limit card usage based on location, merchant preferences, transaction type & threshold amount
- Instant alerts on mobile devices
- Check account balance(s), debit card transaction history, & track monthly spending

When I sign up for MobiMoney, does the app start working immediately?

Yes! Once you create your MobiMoney account and put in your Old Point card information you'll see your account balance in real time. You'll instantly have the ability to start setting up your alerts and preferences. However, transactions that were made prior to the creation of your MobiMoney account will not be viewable in the app.

How do I set controls & alerts?

MobiMoney enables you to set controls and alerts to limit fraud and track spending. You can set different controls and alerts for each card loaded to your MobiMoney account. You can set and change them by selecting your card, and selecting Control Preferences and/or Alert Preferences.





MobiMoney FAQ

What does Card On/Off do?

You can turn your card on or off by tapping to toggle button next to “Card is”. If the toggle is gray, the card is off. If the toggle is green, the card is on and active. This allows you to quickly disable or enable your card(s) in the event of fraud or suspicious activity.

How many transactions can be displayed? How far back do they go?

MobiMoney shows the last 50 debit card transactions, or the last 3 months of transactions. Please login to online banking or the Old Point mobile app to view ALL of your account transactions, including transfers and deposits.

Are balances shown in real time?

The balances are obtained in real-time when the request is made.

I received a push notification but don't know why. How can I find out?

Under the “Recent Transactions” tab, tap the transaction that you received the push notification about. The “Transaction Details” screen will show the details of the transaction. You can also tap on the dollar amount in the top right of the screen to see what alert or controls setting triggered the notification.

If I have two cards registered, can I transfer funds from Card 1 to Card 2?

Only Intra-Card transfers are available in MobiMoney. If Card 1 has two linked accounts, funds can be transferred from Account 1 to Account 2.

Where is the menu on an Android device?

On an Android, the menu will show by holding down the button below:





MobiMoney FAQ

Can travel notes be added through MobiMoney?

No. You can set location alerts and block international purchases, but you are not able to allow transactions in all areas within the app. You should still call our Contact Center at 757.728.1290 to notify us of any upcoming travel plans so that we can help protect you from fraud.

Can a parent and a child both use MobiMoney to monitor the same card?

Yes! MobiMoney is a great tool to use with your children to monitor debit card usage. If different controls are set by the parent and child, the tightest controls will be in effect. Example: the child does not have any transaction limits set, but the parent sets a \$100 transaction limit. The parent's control will prevent the card from being used for purchases over \$100.

Can business owners use MobiMoney to monitor all debit cards on an account?

Yes! This is a great tool for business owners. They are able to register and monitor all of their employee cards.

If I turn my card off, will reoccurring transactions get declined?

No. Reoccurring transactions will continue to be processed even if you turn off your card.



Can you track transactions by category?

Yes. You can tag (categorize) transactions as either personal, family, or business. To do so, tap on a transaction, tap on Tag, tap the appropriate option, and tap Save. To search transactions by category, go to Transactions, tap and drag the Transactions area down for a few seconds to activate the filter search. From here tap on Filter and select the category and other search criteria desired.