



Synergy SafeCard FAQs

What is SafeCard?

Synergy SafeCard is a new mobile feature built into the FSB Mobile banking app that allows you to control how, when and where your debit card(s) are used. It is a simple and secure way to manage and monitor your payment transaction activity. SafeCard can help keep your cards safe and provide instant notifications whenever your card is used.

What is required to use it?

SafeCard requires you to have a debit card account issued from Franklin Synergy Bank and the FSB mobile app on your apple or android mobile device.

How can I start using Synergy SafeCard?

Log in to your FSB mobile app and tap on the "more" button to access "Synergy SafeCard".

Is there a fee to use this feature?

No. It is provided to you free with your Franklin Synergy Bank account and mobile app.

What type of cards can I register?

All FSB debit cards.

What type 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 8, 9, and 10 and all future device/release going forward.

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 you are ready to make a purchase, simply turn the card back on. It is that easy. Now you have the ultimate control to combat fraud.

After you become comfortable with the on/off function you can start selectively setting controls and alerts by channel (in-store, online, mobile, ATM, etc.). You can also set transaction spending limits, select geographic locations where the card can be used, set specific merchant categories, view recent transaction history, receive real-time alerts and much more.



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How quickly will a control lock/unlock work?

As soon as you lock/unlock, all new transactions covered by that control will be immediately blocked/unblocked.

If I have my card turned off will my recurring transactions go through?

Payments or automatic drafts identified by the merchant as recurring transactions will not be blocked.

What are Alert Preferences?

Alert preferences let you know every time a card transaction is attempted. You can be alerted for all or preferred transactions. Preferred alerts are also available by location, transaction type, merchant type, and threshold amount.

What if I need help with the app?

There is a "Contact Us" category where you can send an email to Franklin Synergy Bank. Feel free to call our customer contact center at 615.236.2963.