digital issuance faqs

Q. Can my new credit/debit card be added to the digital wallet on the same day it's ordered?
A. No, the "add to wallet" button will show in mobile the next business day when the file is received by our card processor.

Q. If I report my credit card as lost/stolen in the app, how soon can it be added to the wallet?
A. The "add to wallet" button will show immediately once the lost/stolen process is completed. You can transact digitally without interruptions.

Q. If I report my debit card lost/stolen in the app, how soon can it be added to the wallet?
A. After reporting it in the app, you will need to call in to request a new card. Once you call in, the "add to wallet" button will show in mobile the next business day.

Q. If I add my card to the wallet, do I still have to activate the physical card I receive in the mail?A. Yes, the physical card must be activated once it is received in the mail.

Q. Do I need to make any changes to the digital wallet once my new card is received?
A. No, once the card is activated, you will not need to use the "add to wallet" again.

Q. How do I know where I am in the process? Add to app, push to wallet, etc.
A. The "add to wallet" button will only appear if the card does not exist in the mobile wallet OR it was in the wallet prior to 5/24/23.

Q. What happens if I remove my card from the mobile wallet?
A. You will see the "add to wallet" again and start the add to wallet workflow all over.

Q. Can I use digital issuance on a desktop?
A. No, digital issuance will only work in the mobile app.

Q. Do I have to choose from GPay or Apple Pay or does the app know which mobile add to wallet button to display? (GPay - previously known as Google Pay.)
A. Only one mobile wallet will display automatically based on the type of mobile device being used, i.e. Add to Apple Wallet for Apple devices and Add to GPay for Android devices.