

BFSFCU Cards mobile app FAQ

Q: What can I do using BFSFCU Cards?

A: BFSFCU Cards allows Bank-Fund Staff Federal Credit Union credit or debit card holders to manage cards, payments, alerts, and disputes all in the convenience of a single app.

Q: What operating systems are supported?

A: The latest version of iOS and Android are supported plus two previous versions.

Q: Do I have to be connected to mobile data or Wi-Fi in order for BFSFCU Cards app to work?

A: Yes, an active internet connection is required.

Q: What do I need to enroll in BFSFCU Cards?

A: You need to have a BFSFCU credit or debit card and set up your user profile by providing contact information.

Q: What are the username, password, and email address requirements?

A: Your username must be between 6 and 16 characters with no special characters (ex. #, !, or &), cannot be your first or last name, and must be unique in our system. Your password must be at least 8 characters and must include a combination of uppercase and lowercase letter, numbers, and special characters. The email address you enter must be valid, include the @ sign, and must not already be registered in our system. A primary and joint card holder must use a different email as only one user account can be tied to an email address.

Q: I have a phone number that is not in the United States may I use BFSFCU Cards?

A: BFSFCU Cards supports several International country phone numbers for registration and alerts. Please visit <https://bfsfcu.org/bfsfcu-cards-mobile-app.html> for a complete listing.

Q: When I get an error message and I'm given a phone number. What's this?

A: Please call the number provided to be connected to Cardholder Services for assistance.

Q: What if I forget my username?

A: Tap on "Forgot Username" and enter the email address associated with your profile. You will be prompted to answer a security question. After you verify your identity, we will send your username via email.

Q: What if I forget my password?

A: Tap on "Forgot Password" and enter your username and one of your card numbers. You will be prompted to answer a security question. After you verify your identity, we will send a temporary password via email.

Login with your username and temporary password; you will be prompted to choose a new password. The temporary password that you receive is only valid for 1 hour. If you do not login within an hour, you will need to tap on "Forgot Password" again.

Q: Can a Joint cardholder access their shared account using BFSFCU Cards?

A: Yes, you can add the card by swiping to the far right in the Account Summary and then tapping Add Card.

Q: Can an Authorized User use BFSFCU Cards to manage the card?

A: No, Authorized Users are unable to use BFSFCU Cards to manage the card.

Q: How can I change information associated with my BFSFCU Cards profile?

A: On the Account Summary, tap on the menu icon in the top left corner, then tap the Edit Profile icon to the right of your user name. From this screen you can manage your profile picture, edit profile information, update your password, and change security questions. Please keep in mind that these changes will not affect your cardholder file.

Q: Can a card have more than one travel note placed at the same time if two different card holders are traveling two different places?

A: Only one notation can be made per card number at one time.

Q: How many characters can be entered when inputting travel location in the freeform field?

A: Cardholders may enter a maximum 50 characters when inputting travel locations.

Q: Will the option for travel plans automatically appear at the next login or will I need to update and/or reinstall cards app?

A: If the device has auto update on it will automatically update in the background before launching; otherwise they will be prompted to specifically download the new release.

Q: Will I be able to place travel plans for all countries?

A: Travel plans are not country specific. You may select traveling within the United States or traveling outside of the United States. Additional restrictions may apply outside selected travel plans.

Q: Who do I call for help?

A: If you need assistance and you are on the login page, tap "Contact" at the bottom right to call our Member Relations Department or Cardholder Services. If you are already logged into your account, tap the menu icon in the upper left, and then tap "Contact" at the bottom of the menu. This will automatically present our telephone number, (202)212-6400.