



Frequently Asked Questions – Cards App

Q: Why is my screen blank? Or, why am I getting an error screen?

A: Sometimes operating systems need a reset to perform efficiently. If you are experiencing something unexpected, try restarting your phone or tablet. This will help with all apps that you use.

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.

Q: What if I do not want to use the app and want to keep the experience from the web that I am used to?

A: This can be accomplished by using an internet browser, such as Google Chrome or Safari. Log in to your Digital Banking profile through an internet browser and you will have access to the credit card portal with which you're already familiar.

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 username. From this screen you can manage your biometric login preference, profile picture, edit profile information, update your password, and change security questions. Please keep in mind that these changes will not affect your account, only your profile in the app.

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: 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: 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.

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: 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 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: 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: 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 operating systems are supported?

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

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.