



Frequently Asked Questions

Q: What is MobiMoney?

A: MobiMoney is a debit card control application that gives you the ability to manage your debit card from your mobile device. You can turn your card(s) on and off, control spending limits, set transaction alerts and more.

Q: How much does it cost?

A: MobiMoney is FREE to SCCU debit cardholders. However, your wireless provider may charge for access or data usage based on your wireless plan.

Q: What devices are compatible with MobiMoney?

A: Any Android device using 3.xOS or newer or any Apple devices using Apple iOS6.x or newer are supported.

Q: How do I enroll?

A: Simply download the MobiMoney (one word) app from your App store and have your SCCU account information ready to enter. *MobiMoney is a product of Vantiv, LLC – be assured this is a valid SCCU App.*

Q: Can I add an additional or my child's SCCU debt card to my user that is tied to another account?

A: Yes. If alerts are turned on, you will receive them on all cards tied to your MobiMoney account. Cards can be added or removed by selecting "Manage Portfolio."

Q: Do I still need to notify the credit union when traveling and planning to use my card?

A: Travel notifications still need to be submitted. This allows the appropriate cardholder exclusions to be added to the card which will supersede any fraud prevention rules in place.

Q: How does the Cardholder set controls and alerts?

A: MobiMoney enables the cardholder to set controls and alerts to limit fraud. These are set, and can vary for each card registered, and can be changed under the "Control Preferences" and "Alert Preferences" tab.



Q: What is the difference between Card On/Off and other transaction sub-controls?

A: Card On/Off allows the card holder to quickly disable or enable the card as a whole. The sub-controls allow the cardholder to set controls based on transactions they don't often participate in.

Q: For recent transactions, how many can be displayed? How far back does it go?

A: The configuration shows the last 50 transactions or the last 3 months of transactions.

Q: Are balances shown in real time?

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

Q: I received a push notification but don't know why?

A: Under the "Recent Transactions" tab find and tap the transaction you received the push notification. The "Transaction Details" screen will show the pertinent details of the transaction and by tapping on the dollar amount (top right), the screen will show what alerts and control settings would have triggered a notification.