

Frequently Asked Questions

Bank of Ireland UK CardController

What is Bank of Ireland UK CardController?

Bank of Ireland UK CardController is a new service from Bank of Ireland allowing you to track and control MasterCard Commercial Card spending by choosing from a variety of controls and settings for the cards such as:-

- Limit and block types of transactions on cards such as online, international or ATM transactions. **Note:** Controls can be set for ATM transactions with the exception of ATM transactions at Bank of Ireland ATMs.
- Limit use of the MasterCard Commercial Card to specific merchant groups such as Travel or Business Services.
- Only allow card spend at certain times e.g. Monday to Friday.
- Receive 24/7 real time alerts whenever the cardholder spending goes above the limits or controls set.

Bank of Ireland UK CardController is simple to use and designed to increase awareness of what, when and where any MasterCard Commercial Cards registered for the service are being used.

Is there a charge for using Bank of Ireland UK CardController?

No, there is no charge for registering your MasterCard Commercial Cards for our Bank of Ireland UK CardController service.

CardController has the capability to alert you of spending and control the spending on cards you enroll in the service. This gives greater control of budget and spends type at individual MasterCard Commercial Card level.

Why is Bank of Ireland UK offering this service?

Bank of Ireland UK is offering this service to provide businesses with more control over how their MasterCard Commercial Cards are used. Bank of Ireland UK CardController is designed to provide purchase and budget controls on how card holders use their MasterCard Commercial Cards.

This is an optional service which you can choose to register for.

What cards are eligible for Bank of Ireland UK CardController?

If you are a Bank of Ireland UK Commercial Card Account holder, any MasterCard Commercial Cards you have can be registered for the service.

What web browsers can I use to access this service?

To access this service you will need the latest version of Internet Explorer, Firefox or Google Chrome.

Getting Started

How do I create a new profile with Bank of Ireland UK CardController?

It's quick and easy to create an administrator profile on your computer.

For the purposes of these "Frequently Asked Questions" it is assumed that the account holder will act as administrator.

However, if you do not want to manage Bank of Ireland UK CardController yourself, you can nominate a trusted employee to administer the site for you. It will be the administrator who will have full access to set up blocks and alerts and decide where spending controls are set. Each cardholder will need to be present to complete registration of their card individually but all cards will then sit under the administrator profile. It's important to note that only one administrator profile can be set up so, as the company owner, you will not have access to Bank of Ireland UK Card Controller if you delegate this to an administrator.

To set up a new profile:

1. The administrator should go to the home page at www.bankofirelandukcardcontroller.com and click "Sign Up"
2. The administrator will then be asked to create a profile and answer some security questions.
3. At that stage, the administrator will also need to agree to the terms and conditions that apply to the service.
4. Shortly after the first registration stage an email will issue to confirm the administrator's email details.
5. To complete registration for each card each individual MasterCard Commercial Cardholder will need to enter their 3D Secure Code on the site. The Cardholder will need to be present to be able to complete their 3D Secure Code.
6. The controls and alerts can then be set for each registered card.

Note: Password must have at least 8 digits, contain letters and numbers, but no special characters. Passwords may not contain three identical, consecutive digits.

Can I add more cards to my profile?

Absolutely, you can add additional cards and set individual alerts for each card. Once the profile is set up and the first card registered, you just click the "Add New Card" button to register further cards.

Are there a maximum number of cards I can register?

Yes there is a maximum of 25 cards you can register per profile. However if you need to register more than 25 cards you can assign another administrator in your business to manage these cards on Bank of Ireland UK CardController. The new administrator will need to use a different email address, create a new profile on Bank of Ireland UK CardController and follow the steps for registration.

Card Settings

How do I change my alerts on the Bank of Ireland UK CardController platform? How often can I do this?

It's simple. You can make changes to your alerts whenever you want and as often as you wish. Just log in to the Bank of Ireland UK CardController profile and click the card with the alerts you want to change.

Click on the "Edit Alerts" button to see the list of available alerts. You can adjust the settings of any of your alerts and the changes take effect immediately.

How do I change where I receive alerts?

Changing where you receive alerts is easy. You can change the email address where alerts are sent for each card you register individually. Simply:

1. Log in to your Bank of Ireland UK CardController profile via the website at www.bankofirelandukcardcontroller.com from either the "Home" or "Cards" menu.
2. Click the card for which you would like to change the associated email.
3. Click the pencil icon next to the card image to edit the card details.
4. Type in the new email address and click "Update."

I did not receive an alert I believe I should have received.

Go to your profile on the Bank of Ireland UK CardController website and check the appropriate controls tab such as the "**Purchase Alerts**" or "**Budget Alerts**" for the appropriate card to confirm that you have enabled the alert and that your destination email is correct.

Also, it is a good idea to check that your email account's spam/junk mail filters are set to allow emails from Bank of Ireland UK CardController. It is also possible that you may not have received an alert immediately due to an internet connectivity issue.

There may be instances where the controls placed on a card may not be effective. This is generally when the bank has either not received an authorization request from the card terminal /retailer or the authorisation process is impacted by a technical issue. In these instances, it may be possible for a cardholder to perform a transaction that would otherwise be restricted or alerted.

Security, Passwords and Updating Details

How do I change my password?

To change your password:

1. Click on the "Forgot Password" Link on the Bank of Ireland UK CardController home page at www.bankofirelandukcardcontroller.com
2. Enter the email address that you use to login to the site.
3. You will receive a validation email with a link to a page that will allow you to update your password. Please open that link by either clicking it or pasting it into your browser. Please

note that you will need the latest versions of Internet Explorer, Firefox or Google Chrome to access Card Controller.

4. Complete the required fields to create a new password.

Note: Password must have at least 8 digits, contain letters and numbers, but no special characters. Passwords may not contain three identical, consecutive digits.

What should I do if I have forgotten my username?

Your username is the email address that you used to register with Bank of Ireland UK CardController. If you are unable to remember the email address that you used to register with Bank of Ireland UK CardController, please contact our Customer Service Team on 0345 3098099 or, if outside UK, 0044 345 309 8099

The details (account number, 3-digit security code, or expiry date) of a registered card have changed. Do I need to make changes to the profile with Bank of Ireland UK CardController?

New card details will be automatically uploaded to Bank of Ireland UK CardController. If you want to make a change to the card registered just log in to your profile on the Bank of Ireland UK CardController website and follow these steps:

1. Log in to your profile on the Bank of Ireland UK CardController website at www.bankofirelandukcardcontroller.com
2. Click the card you wish to update.
3. Click the icon to edit the card details.
4. Click "Replace/Delete."
5. Click "Replace this card" and enter the 16-digit card number, 3-digit security code and expiry date for the new MasterCard card.

Can I change the login email address associated with my Bank of Ireland UK CardController profile?

Yes of course you can. Simply:

1. Log in to Bank of Ireland UK CardController via the website at www.bankofirelandukcardcontroller.com - Click the "My Profile" Link at the top right of the page.
2. In the "Login Information" section, click "Change" next to "Login Email".
3. Enter and confirm your new email address and click "Update."

Can I delete Commercial Cards from my profile?

Yes. Simply:

1. Log in via the website at www.bankofirelandukcardcontroller.com
2. Click the card you wish to delete.
3. Click the Pencil icon to edit the card details.
4. Click "Replace/Delete."
5. Click "Delete this card" and confirm.

Note: Deleting a card from your profile will remove all data related to this card and deactivate all controls, stopping all alerts & blocks associated with that card.

Can I delete my Bank of Ireland UK CardController profile completely?

We are sorry that you have chosen to stop using Bank of Ireland UK CardController but, if you wish, you can delete your profile at any time. Simply:

- 1 Log in to your account.
- 2 Click the "My Profile"
- 3 Click the "Delete Profile" button and confirm you would like to delete your profile.

Note: Deleting your profile will remove all data related to your registered cards and deactivate all controls, stopping all alerts & blocks associated with your registered cards.

What should I do if I have forgotten or would like to change the answers to my security questions?

If you have forgotten the answers to your security questions and forgotten your login information, you should call our customer service team on 0345 309 8099 or, if outside UK, 0044 345 3098099.

If you remember your login information and would like to change your security questions, follow these steps:

1. Log in to your Bank of Ireland UK CardController profile.
2. Click "My Profile" at the top right of the page.
3. In the "Login Information" section, click "Change" next to the security questions row.
4. Select your new questions, enter your desired answers, and click "Update."

I received an alert for a purchase I did not attempt.

Bank of Ireland UK CardController helps keep you protected against and instantly informed of unusual or potentially fraudulent purchase attempts. You should contact us immediately to report this or any other activity that you did not approve. You can contact us on 0345 309 8099 or, if outside UK, 0044 345 3098099.

I put a block on a transaction for one of my cards but the transaction was processed – why did this happen?

There may be instances where the Controls placed on a Card may not be effective. This is generally when the bank has either not received an authorization request from the card terminal /retailer or the authorisation process is impacted by a technical issue. In these instances, it may be possible for a cardholder to perform a transaction that would otherwise be restricted or alerted.

I received an email or phone call from Bank of Ireland UK CardController requesting my account or profile information.

Do not reply to any emails or phone calls requesting account or profile information. Bank of Ireland UK CardController will never ask you for personal or card related information via email or phone. If you receive a suspicious email do not reply and please contact us at 0345 3098099 or, if outside UK, 0044 345 3098099 immediately. **Please Note:** At Bank of Ireland UK, we will never request personal banking details (e.g. account numbers, PIN and/or other login details) via email.

What happens if another party gains access to my Bank of Ireland UK CardController account?

If you are concerned that your access to Bank of Ireland UK CardController has been compromised, contact us immediately on 0345 309 8099 or, if outside UK, 0044 345 3098099.

Does Bank of Ireland UK CardController have access to my bank account?

No. Bank of Ireland UK CardController does not have access to your bank account information. For your security, Bank of Ireland UK CardController only monitors purchases made or attempted with your registered MasterCard Commercial Cards.

How does Bank of Ireland UK CardController keep my data secure?

Bank of Ireland UK is committed to maintaining a high level of security on the personal information collected via Bank of Ireland UK CardController by implementing robust technical, physical and administrative safeguards. Storage of personal information by MasterCard is subject to the strict Payment Card Industry Data Security Standards (PCI DSS).

I see Virtual Cards are mentioned in the Terms and Conditions , can I generate Virtual Cards?

Virtual Cards are not currently available as part of the Bank of Ireland UK CardController service.

I have a question that is not answered here.

If your question is related specifically to Bank of Ireland UK CardController please contact our Customer Service Team on 0345 3098099 or, if outside UK, 0044 345 3098099.