



### **MyCardsRules App Migration Guide**

On Monday, June 17th, F&M Bank will be migrating to a new MyCardRules administrative platform. To help ensure you are operating on the latest version of the MyCardRules app and your username is not duplicated, on migration day, please log out of your account. Then, log back in with your username and password.

Following the migration, you will not need to re-register your cards. Your control and alert settings will remain the same. The 30-day transaction history in the MyCardRules mobile app will not be migrated, but history will begin again starting with the first transaction after the migration.

Users who are primary users in a shared card situation will receive alerts notifying them of changes being made by another user during the migration. The alerts will appear during the early morning to later morning hours. However, these are not actual changes being made by any other shared cardholder. They are simply notices of data being imported from the legacy system to the new system. The data includes card status, control settings, resident country and possibly other items.

### **If you are experiencing issues logging in to your account following the migration, please see below:**

- Users who have created a username that is not their email address may have coincidentally created a name that is already being used by another mobile app user. In this case, their username will automatically be changed to their email address.
- If a user is having trouble logging in, tap Forgot Password and follow those procedures. If that does not work, call our customer support center at 540-896-8941.
- The migration will remove any symbol that is part of the User Full Name. For example, the apostrophe in O'Neil will be removed and the new name will display as ONeil. Symbols are not allowed on the new MyCardRules platform in the User Full Name field.