

## Bank of Wisconsin Dells | Debit Card Information

Bank of Wisconsin Dells is able to assist you with all of your debit card needs. If you have any questions or concerns regarding your debit card, please contact Deposit Operations at 608-253-1111.

### Travel Plans/Online Purchases

To help ensure continued access to your funds, *please contact the bank anytime you plan to travel domestically or internationally.* BWD currently blocks all NON-U.S. signature based and online transactions (with the exception of Canada). Make sure to contact the bank if you plan to use your BWD debit card for these types of transactions. ATM transactions are allowed in foreign countries, but you should still notify BWD of your travel plans.

Remember that when you plan to make purchases, BWD has also placed blocks in some states on certain merchant types due to high fraud trends. If you process your transaction as a credit and it declines, the bank recommends using your PIN to complete the transaction. Please contact BWD if you do not know your PIN, or would like to change your current one.

It is always wise to carry a second or third form of payment, in the event your debit card is not working.

### Limits

There are daily ATM and POS limits on your debit card. Please contact the bank if you plan to make a purchase that exceeds your limit. Debit card purchases are subject to available funds.

### SHAZAM BOLT\$ (Mobile Application)

BWD offers a mobile application called SHAZAM BOLT\$ that helps you identify potential fraud, temporarily block your debit card and locate ATMs 24/7 on your mobile device.



Please keep in mind that SHAZAM is the bank's debit card processor and may try to contact you in the event that your card has activity that is deemed suspicious. Please feel free to speak with the SHAZAM representative to confirm the activity as legitimate or fraudulent.

If your debit card is declined outside of normal bank hours, feel free to contact SHAZAM's Fraud Operations at the phone number listed below to verify a temporary block has not been placed on your card.

### Important Phone Numbers

SHAZAM Fraud Operations #: 866-508-2693

SHAZAM Lost/Stolen #: 800-383-8000

BWD Deposit Operations #: 608-253-1111

For a list of current blocked states/merchants, please contact Deposit Operations.

