

True Link Financial Mobile App Guide For Cardholders

How to log in and navigate the True Link Financial Mobile App

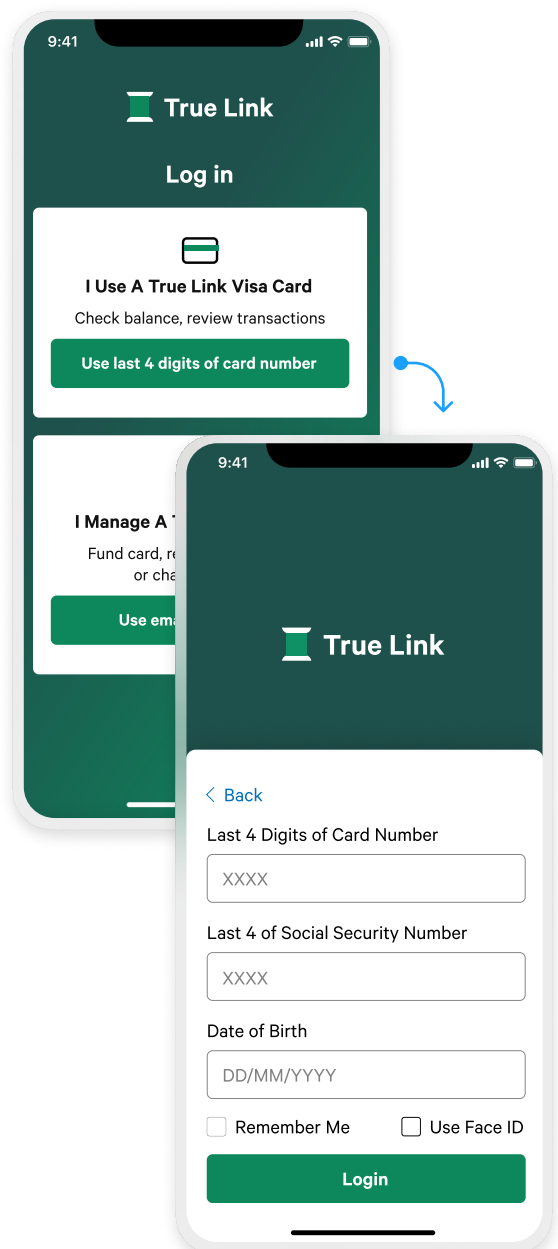
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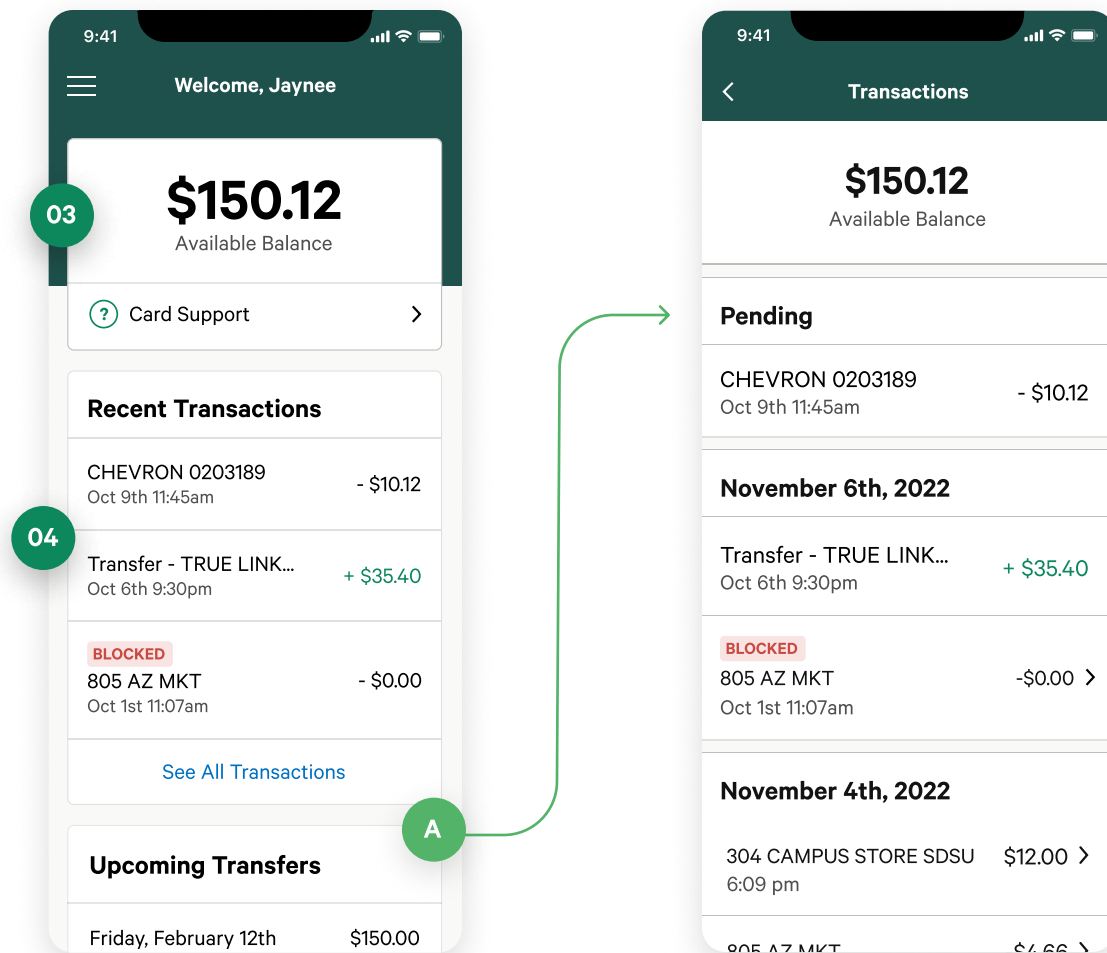
01 Downloading the app

- The app is available in both the Apple App Store and the Google Play Store.
- To find the app, search for “True Link Financial”.
- When you find the app, you’ll see the green True Link logo.
- Download the app to your device.

02 Logging in

1. To log in, open the app on your device. The first time logging in you will be presented with two options. The option on top says “I Use a True Link Visa Card” and is where you can access your account.
2. Click the green button that says “Use last 4 digits of your card number.”
3. Enter the last four digits of your Visa card number, the last four digits of your Social Security number, and your full date of birth.
4. Select “Remember Me” to save your login information for the future. **Only do this if you do not share this device.**
5. You also have the option to select “Use Face ID / Use Touch ID” if you’d like to login without a password. Follow the instructions on your screen to confirm.
6. Select “Log in.”





03

Card Balance

The first screen you see after logging in is your “home page”. At the top of this page you will see your Card's available balance.

In addition to your Available Balance you'll see "Card Support." If you have questions, access our Help Center by selecting this button.

04

Review Recent Transactions

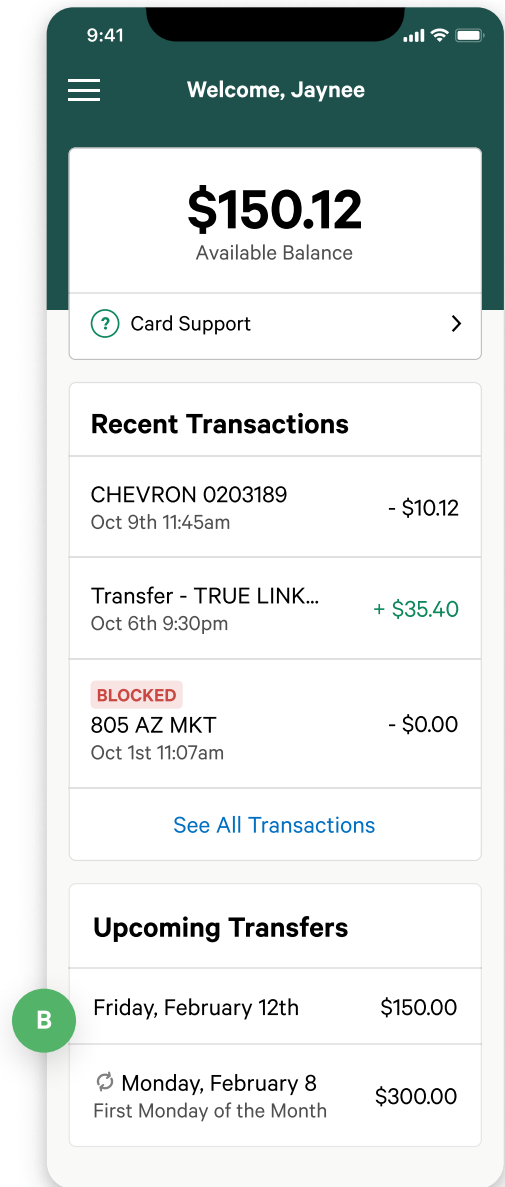
- The first three transaction attempts are shown on the home page.
- Both approved and blocked transactions are displayed.
- Select a transaction to open and see more details such as the amount, source, date and time of the transaction.
- Blocked transactions are indicated by the “Blocked” text included with the transaction.
- Click “See All Transactions” (A) to review all transactions from the last 90 days.

05 Upcoming Transfers

At the bottom of your home page, you can view your next three upcoming transfers.

The date shown in this list is the day your transfer will initiate, meaning that it is not the day funds become available. To confirm when you can expect your funds to become available, click on the transfer, and you will see a timeline for when you can expect funds to land.

For example: in the screen shot to the right, (B) the transfer is set to initiate on Friday, February 12th, and become available 1-2 business days later.



Questions about the status of a transfer or upcoming transfers?

Please reach out to your Card Administrator for help with specific questions.