

FREQUENTLY ASKED QUESTIONS

Is my card compatible with Digital Wallets?

Yes, our cards are compatible with Apple Pay, Google Pay and Samsung Pay.

My card isn't working. What do I do?

If you are having issues with your card not working properly, call us at (800) 714-2287 or stop in and we will work together to solve the issue.

How do I increase my purchase or ATM withdrawal limit on my Debit Card?

Give us a call at (800) 714-2287 or send a Conversation through our mobile app, and we'll do our best to accommodate your request.

I'm traveling. How do I make sure my card works?

Let us know before you go by calling (800) 714-2287. We'll make sure that you can continue to use your WSB Debit Card without interruption. You can also submit a travel notice using our mobile app.

What do I do if my Debit Card is showing a transaction I don't recognize or an error in what I was charged?

If it's a transaction you don't recognize or remember, give us a call at (800) 714-2287 or send us a Conversation through our mobile app. If it's a merchant error that you accidentally authorized, please try to resolve it with the merchant first. If that doesn't work, contact us using the methods above.

I need cash. What ATMs can I use?

All of our WSB ATM locations can be found at our website, washsb.com, or you can use any ATM that is a part of Shazam Priveledge Status®.

SAFETY TIPS

- Do not write your PIN number on your card.
- Report a lost or stolen card to WSB immediately.
- Treat your card like cash and always keep it in a safe place.

