

# VISA Purchase Alerts Card Control FAQs



Follow these steps to activate  
the Visa Purchase Alerts service.

1. Visit [www.visa.com/purchasealerts](http://www.visa.com/purchasealerts)
2. Create your VISA Purchase Alerts Account and verify your email address to receive alerts. Enroll your VISA Card(s).
3. **Choose the alert options you prefer:** you will receive notifications and alerts in your email.

**Note:** If you require further assistance with VPA registration contact the BOB Customer Care Centre at (242) 225-2624 or the VISA Purchase Alerts Help Team at [VPAHelp@visa.com](mailto:VPAHelp@visa.com)



Everywhere  
you want to be

## 1. What is the Card Control feature?

Card Control is a security enhancement within the Visa Purchase Alert (VPA) platform that enables cardholders to lock and unlock their Visa debit, credit or prepaid card, as well as manage e-commerce and international transaction settings. ***This feature provides added protection and convenience and is offered to customers at no additional cost.***

## 2. Where can this new feature be accessed?

Customers already using the VPA platform will automatically see the new Card Control feature in their VPA account, which can be managed directly through the VPA website or Mobile App, available in both the Google Play Store and the Apple App Store.

***Customers who are not yet enrolled in VPA will need to sign up in order to access VPA features.***

## 3. What helpful features does Card Control offer?

Card Control provides customers with the ability to manage how, when, and where their cards are used:

- Lock and unlock card
- Enabling or disabling E-commerce transactions
- Enabling or disabling international transactions
- Viewing alert history and managing alert preferences.
- Receive Real-Time Notifications

## 4. What happens when card is locked?

All Transactions in the Disabled category (General, E-commerce or International) will be declined until the customer unlocks card.

## 5. Who should I contact for assistance?

**Visa provides card support directly.** Customers should email inquiries to [visapurchasealertshelp@visa.com](mailto:visapurchasealertshelp@visa.com). Responses are provided within two (2) business days. For specific card control reset assistance only, Cardholders may call 1-844-909-1592 from 7:00 a.m. to 10:00 p.m. ET, seven (7) days a week.

**Note:** Telephone support can only assist with removing or lifting card controls (E.g., unlocking a card), questions related to the below must be emailed:

- Enrollment Questions
- General VPA Inquiries
- Technical Troubleshooting
- Alert Setup Questions