

Digital Card Management Critical Mobile App Update

Version 45 by August 26, 2025

Why will cardholders experience issues if they are not on v45 or greater?

Cardholders must update their applications to version 45 or greater by August 25, 2025; after business hours on August 25, Digital Card Management will purge versions older than v45 from all Digital Card Management Mobile network servers; this is a critical and time-sensitive measure that our teams must execute to ensure and preserve the integrity and security of the Mobile application and Velera's digital experience at large.

How do we determine if our FI is on a version later than 45?

The best place to confirm your FIs app is on the latest version is in the Apple App Store (App Store >> DX Mobile app page >> What's New) or Google Play Store (Play Store >> DX Mobile app page >> About this app >> App info: Current Version).

Can users identify what version of the app they're on?

It can be viewed at the bottom of the app login screen when the app is opened.

How do we determine which cardholders are on an older version of Digital Card Management Mobile?

For a complete list of users operating an older version of Digital Card Management Mobile, open a case through the Service Portal for a report that contains the following Digital Card Management metrics:

- UserID
- First Name
- Last Name
- Email
- User Last Login Date
- Device Info that corresponds with last login, filtered by app versions older than 45

What does the experience look like to those who do not update their application before the August 26 deadline?

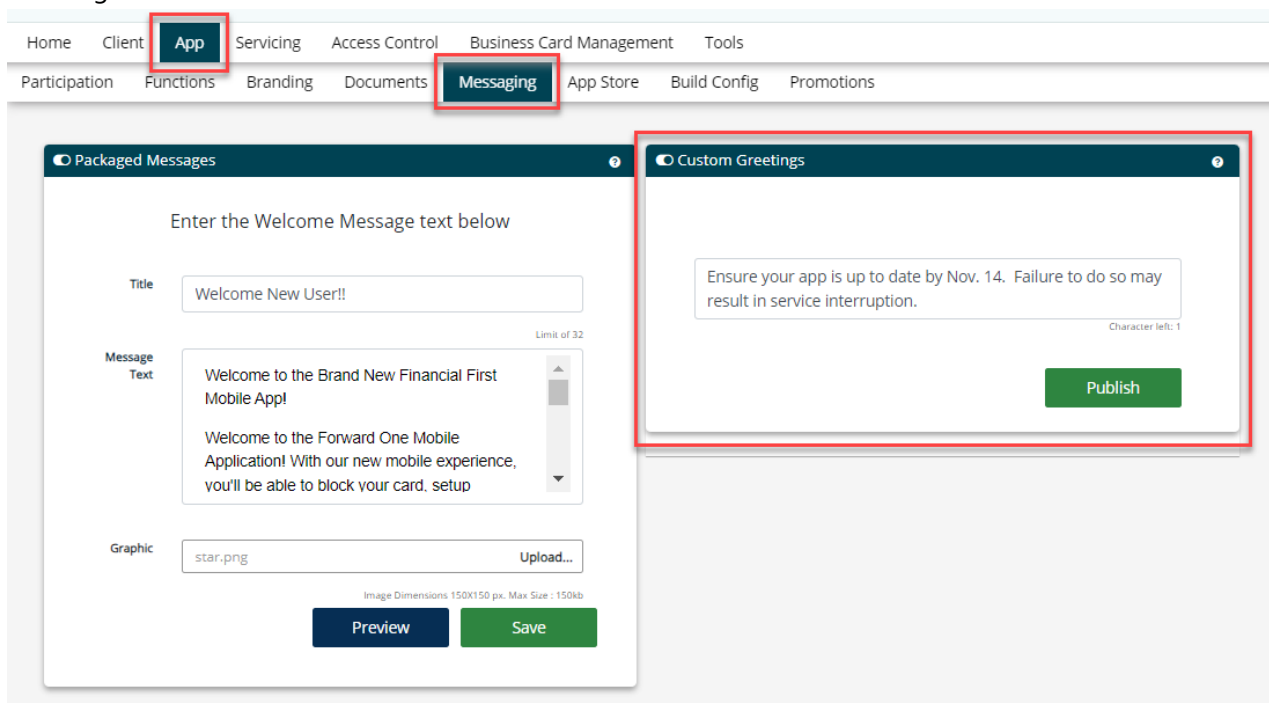
If the user selects the Digital Card Management app icon without first updating to version 45 or greater after August 25, the application will not open or respond to the user's selection. There will not be any messaging to direct the end user to update the app via the App/Play Store. This will likely create confusion and prompt FI call volume. We understand the

inconvenience of the above-mentioned user experience; however, as noted in our earlier communication, future mobile releases plan to alert users with an in-app notification. This will create a more intuitive user experience for users in the future.

How can we accommodate our users?

Prior to August 25, we recommend two key ways to notify Digital Card Management Mobile users of this time-sensitive action:

- Email communication campaign: in your communication, explain that failure to update their application to version 45 or greater will result in a service interruption beginning August 25. Encourage users to enable automatic updates for their Digital Card Management Mobile application.
- Set a new custom message through AdminConnect; this custom message appears on the Account Summary and contains a 96-character limit. FIs can make this change via AdminConnect>>App>>Messaging>>Custom Greetings.



The screenshot displays the AdminConnect interface. The top navigation bar includes 'Home', 'Client', 'App', 'Servicing', 'Access Control', 'Business Card Management', and 'Tools'. Below this, a secondary bar contains 'Participation', 'Functions', 'Branding', 'Documents', 'Messaging', 'App Store', 'Build Config', and 'Promotions'. The 'App' and 'Messaging' tabs are highlighted with red boxes. The 'Custom Greetings' window is also highlighted with a red box, showing a message template for app updates. The template includes a title 'Welcome New User!!', a message text area with a 32-character limit, and a graphic upload section. The 'Publish' button is visible at the bottom right of the 'Custom Greetings' window.

Suggestions include the following:

- Ensure your app is up to date by Aug. 25. Failure to do so may result in service interruption. (96 Characters)
- Enable automatic app updates for the latest in-app experience. (64 Characters)

After August 25, if cardholders contact you regarding issues with their mobile app not opening, simply advise them to navigate to the App/Play Store to download the latest version; this would also serve as an excellent opportunity to remind your cardholders of the benefits surrounding automatic updates.