

### How long will quick balance stay active?

End users need to login at least once every 30 days for quick balance to remain active. If it has been more than 30 days since the last login, end users will see a message to log in to view their balances.

### Are there new reports that contain quick balance activity?

Administrators can use Activity Report in Admin Platform to review quick balance activity. To generate Activity Report for quick balance, use the attribute values for query:

- Event Type = Accounts
- Product Code = API

The Source attribute will indicate whether a user is using the phone app, tablet app or a SmartWatch app.

### Can I block certain users from using the quick balance?

No, all users will have the option to enable quick balance.

### Can I opt-out from the Quick Balance feature and when am I able to do it?

Yes. You can contact Care to turn off Quick Balance after the app is live in the app store. However, this option should be reserved as a response to critical issues with the feature should any be identified after the app goes live. IF you disable after you go live, end users will still be able enable Quick Balance feature in the app, but will see an error message when they attempt to access the Quick Balance screen.

### Will Quick Balance show under the Message Center if I have opted-out of Quick Balance?

If you have opted-out of the Quick Balance feature during the app migration process, the Quick Balance message will not be displayed to users in the "What's New" section of the Message Center in the app.

### If I opt-out from showing transactions on the Quick Balance screen, will the customizable text on the Quick Balance setting's screen still mention transactions?

Yes. There is only one default text line for Quick Balance and it references displaying the last five transactions. The default text is designed for the recommended feature set, which includes showing the transactions. We did not create varied text by use case because we believe the optimal experience for Quick Balance is to display the last five transactions. You may contact Customer Care to change the default text if you opt-out from showing transactions in Quick Balance.